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A REPORT TO
CIRA

ATTITUDES OF CANADIANS ON KEY INTERNET ISSUES

January 2020

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1

BACKGROUND AND METHODOLOGY

Project Background and Methodology

The Strategic Counsel is pleased to provide CIRA with the following report of findings from a survey of Canadians on issues relating to media literacy, internet privacy, cybersecurity and governance.

- As one of the principals in the upcoming Canadian Internet Governance Forum (CIGF), CIRA required research to examine Canadians' views on key issues facing the internet community today.
- The research will support CIRA's continued position as an internet innovator and global thought leader.

An online panel methodology was used to survey a total of **n=1,254** Canadian internet users (18+) between the dates of January 8 – 20, 2020.

The total sample is proportionate to population by gender, age and region.

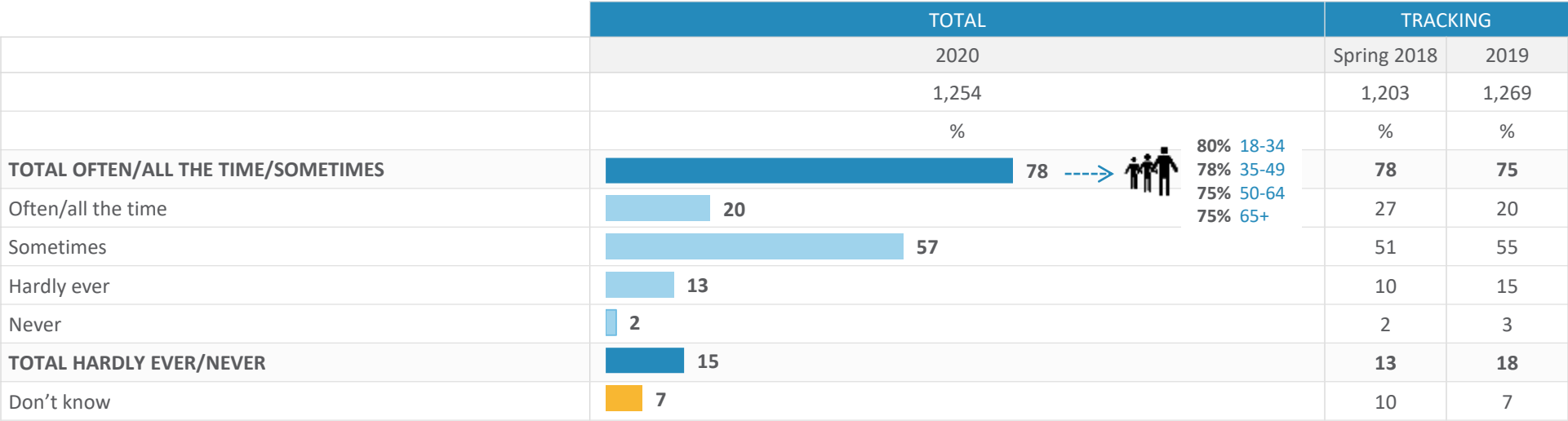
Where possible, the findings are compared to the same or similar questions asked in previous waves of CIRA's Internet Trends and CIGF research (2016-2019).

2

MEDIA LITERACY AND FAKE NEWS

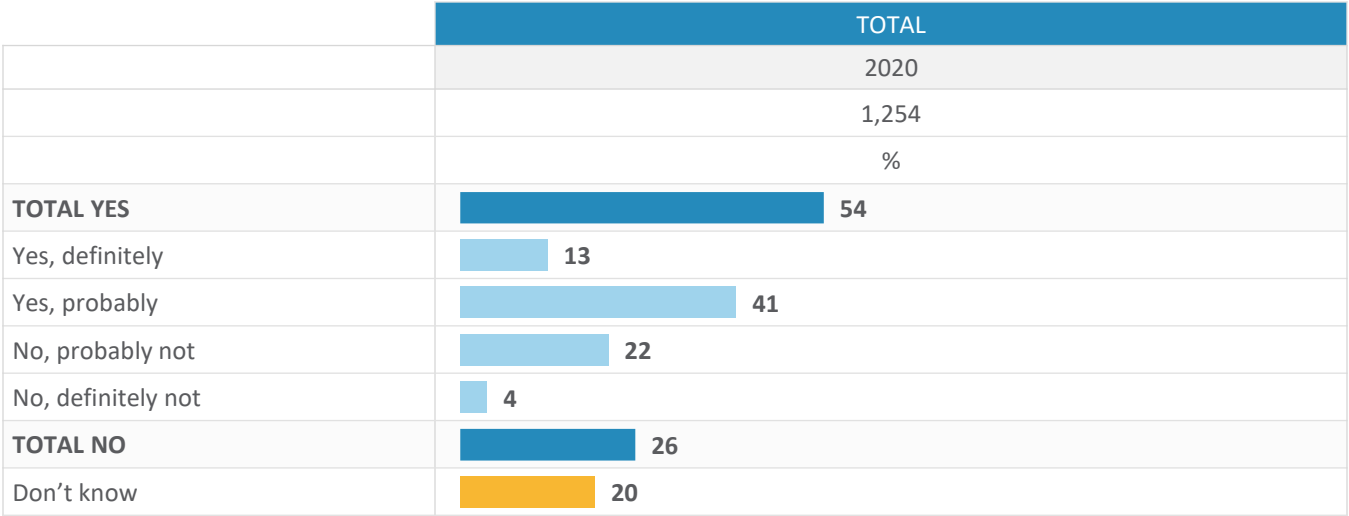
FREQUENCY OF ENCOUNTERING FAKE NEWS STORIES

Over three-quarters say they come across fake news stories at least sometimes, and 20% say they come across fake news often or all the time. There is no change from 2019.



Q2. 'Fake news' refers to news stories or items that are completely fabricated or made up, or that grossly misrepresent actual events. How often do you come across news stories online that you think are almost completely made up?
Base: Total sample

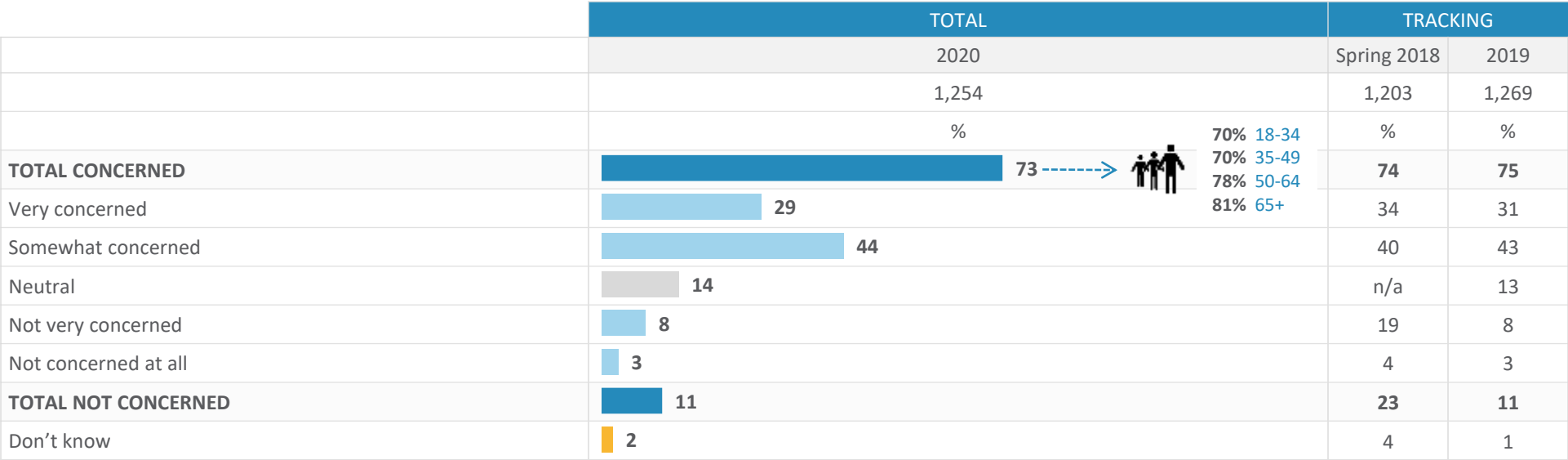
Over one-half (54%) indicate that they definitely or probably came across fake news stories about Canadians politics or politicians in the lead up to, or during, the 2019 federal election.



Q3. (NEW IN 2020) As far as you know, did you come across any fake news stories about Canadian politics or politicians in the lead up to, or during, the Canadian federal election held in October, 2019?
Base: Total sample

LEVEL OF CONCERN ABOUT THE SPREAD OF FAKE NEWS IN CANADA GENERALLY

Just under three-quarters are at least somewhat concerned about the spread of fake news in Canada generally. There is no change from 2019.



Q4. How concerned are you, if at all, about the spread of fake news in Canada generally? (TRACKING: SPRING 2018. How concerned are you about the spread of fake news stories online?)
Base: Total sample

IS THE SPREAD OF FAKE NEWS ON SOCIAL MEDIA SITES A PROBLEM?

Fully 88% believe that the spread of fake news of social media sites/platforms is a problem (unchanged from 2019).

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL YES	88	87
Yes, definitely	53	53
Yes, somewhat	35	34
No, not really	7	8
No, definitely not	1	1
TOTAL NO	8	9
Don't know	4	4

Previous battery phrasing: “Yes, definitely”, “Yes, probably”, “No, probably not”, “No, definitely not”, “Don’t know”

Q5. In your view, is the spread of fake news on social media sites/platforms (e.g., Facebook, Twitter, etc.) a problem?
Base: Total sample

CONFIDENCE IN OWN ABILITY TO RECOGNIZE FAKE NEWS STORIES ONLINE

Just under three-quarters (73%) are confident in their own ability to recognize fake news stories online, which is lower than 80% in 2019 but consistent with 2018.

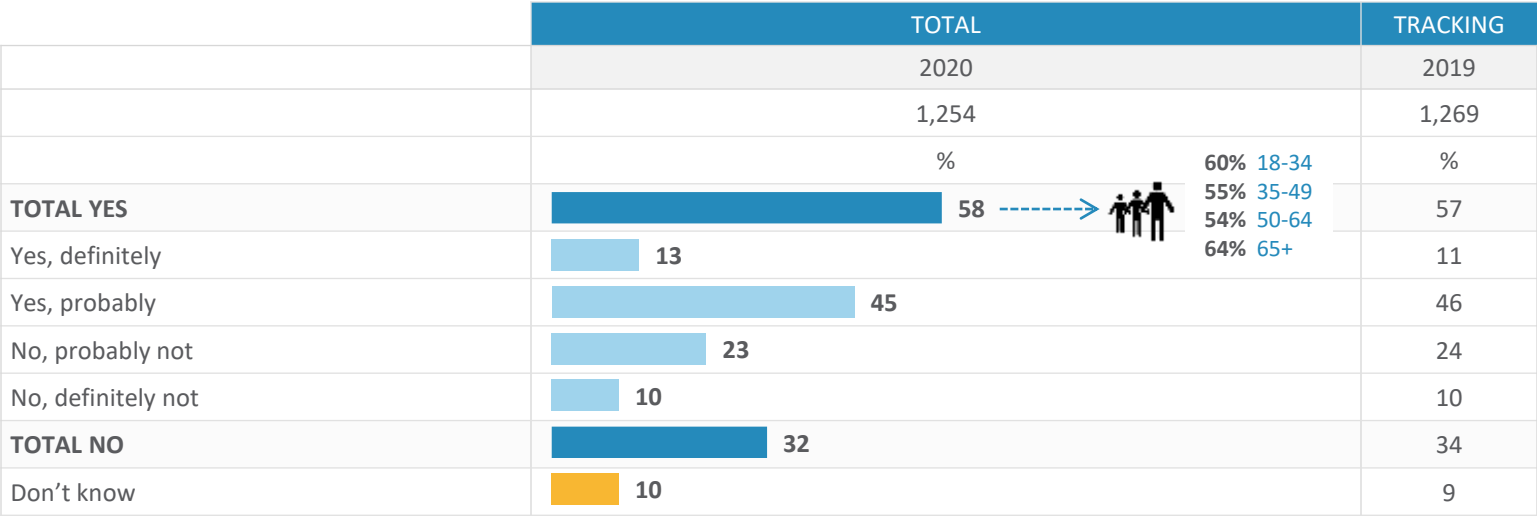
	TOTAL		TRACKING	
	2020		Spring 2018	2019
	1,254		1,203	1,269
	%		%	%
TOTAL CONFIDENT	73 --> 		74	80
Very confident	17		20	26
Somewhat confident	56		54	54
Not very confident	20		17	16
Not confident at all	3		3	3
TOTAL NOT CONFIDENT	23		20	18
Don't know	4		6	2

77% 18-34
74% 35-49
68% 50-64
68% 65+

Q6. How confident are you in your own ability to recognize news stories online that are made up?
Base: Total sample

EVER BELIEVED WHAT YOU LATER FOUND OUT TO BE A FAKE NEWS ITEM?

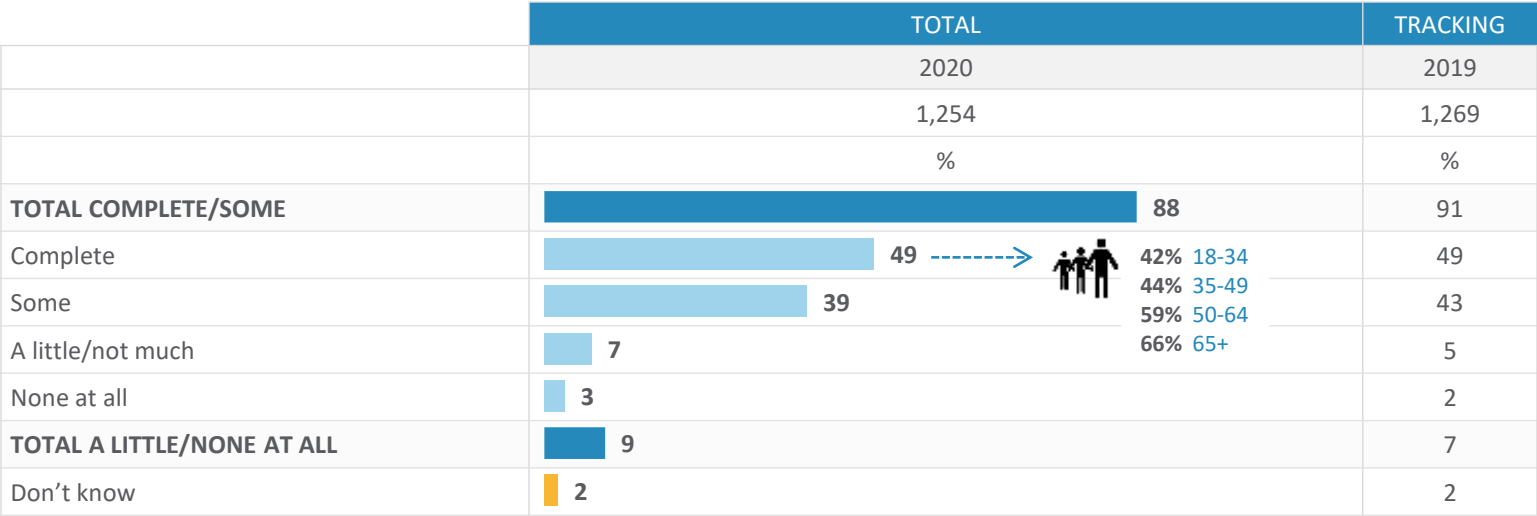
More than one-half (58%) say they have been taken in by a fake news item (unchanged from 2019).



Q7. Have you ever believed what you later found out to be a fake news item?
Base: Total sample

AMOUNT OF RESPONSIBILITY SOCIAL MEDIA COMPANIES SHOULD HAVE IN MONITORING AND REMOVING FAKE NEWS

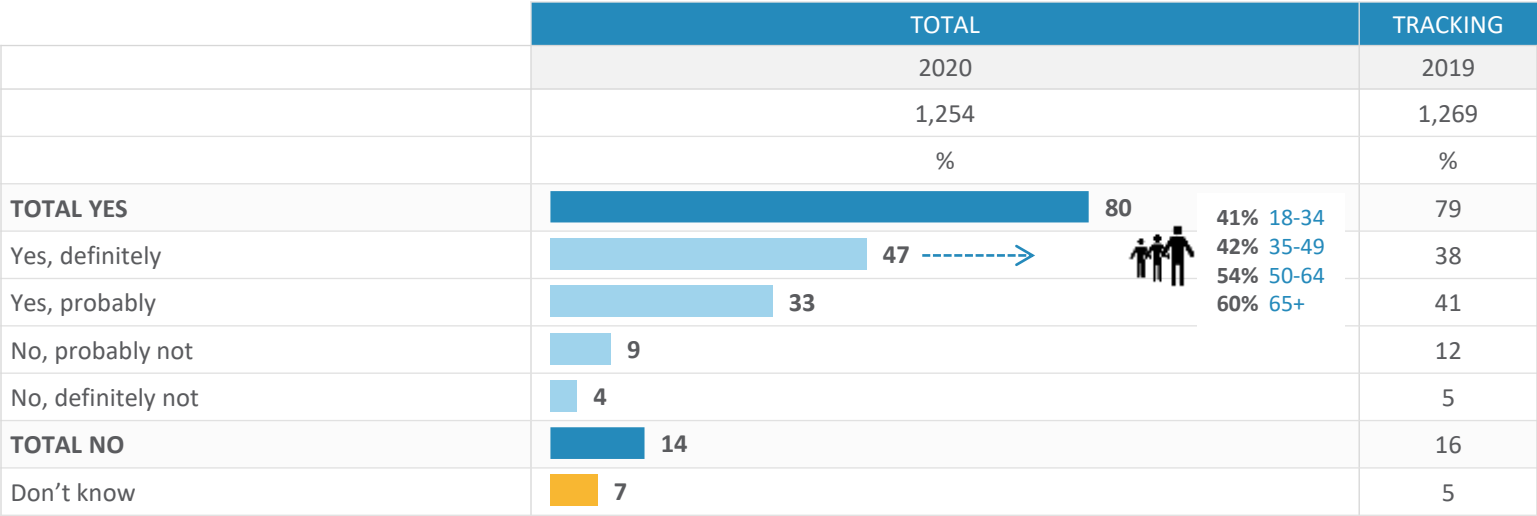
Just under 9-in-10 (88%) believe that social media companies should have at least some responsibility in monitoring and removing fake news from their websites/platforms. One-half (49%) believe that social media companies should have ‘complete’ responsibility.



Q8. How much responsibility, if any, should social media companies have in monitoring and removing fake news from their websites/platforms?
Base: Total sample

SHOULD THE FEDERAL GOVERNMENT ATTEMPT TO CONTROL THE SPREAD OF FAKE NEWS?

8-in-10 believe the federal government should attempt to control the spread of fake news by imposing fines or other sanctions on social media companies that do not act to remove it from their platforms. More than 4-in-10 (47%) ‘definitely’ believe it should, up from 38% in 2019.



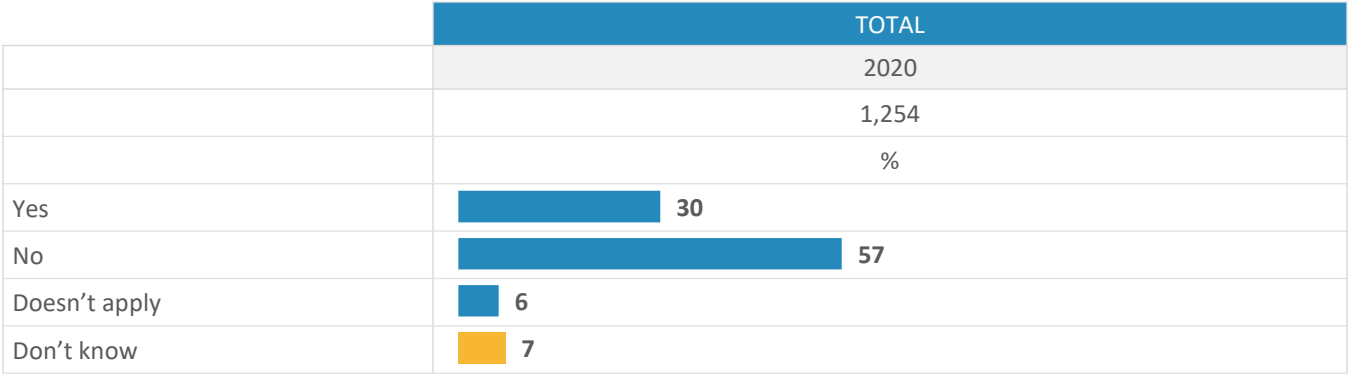
Q9. In your view, should the Canadian federal government attempt to control the spread of fake news by imposing fines or other sanctions on social media companies that do not act to remove fake news from their websites/platforms?

Base: Total sample

3

ACCESSING GOVERNMENT SERVICES

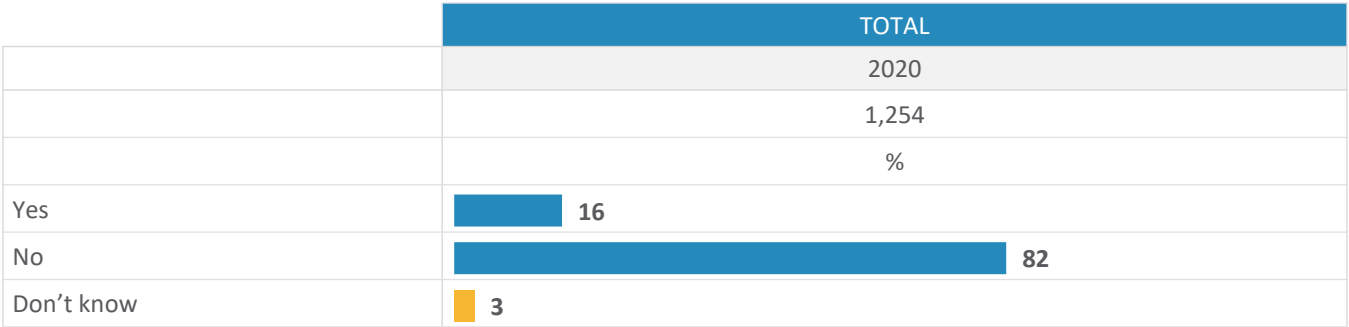
Three-in-ten indicate that in the last year they have had to access a government service online that they would have preferred to access in a different way.



Q10. In the past year, have you had to access a government service online that you would have preferred to access via telephone, mail, or in person?
Base: Total sample

INCIDENCE OF USING A FAX MACHINE TO SEND DOCUMENTS

More than one-in-ten (16%) indicate that they have used a fax machine to send documents to a government department or agency in the past year because it would not accept scanned documents by email.



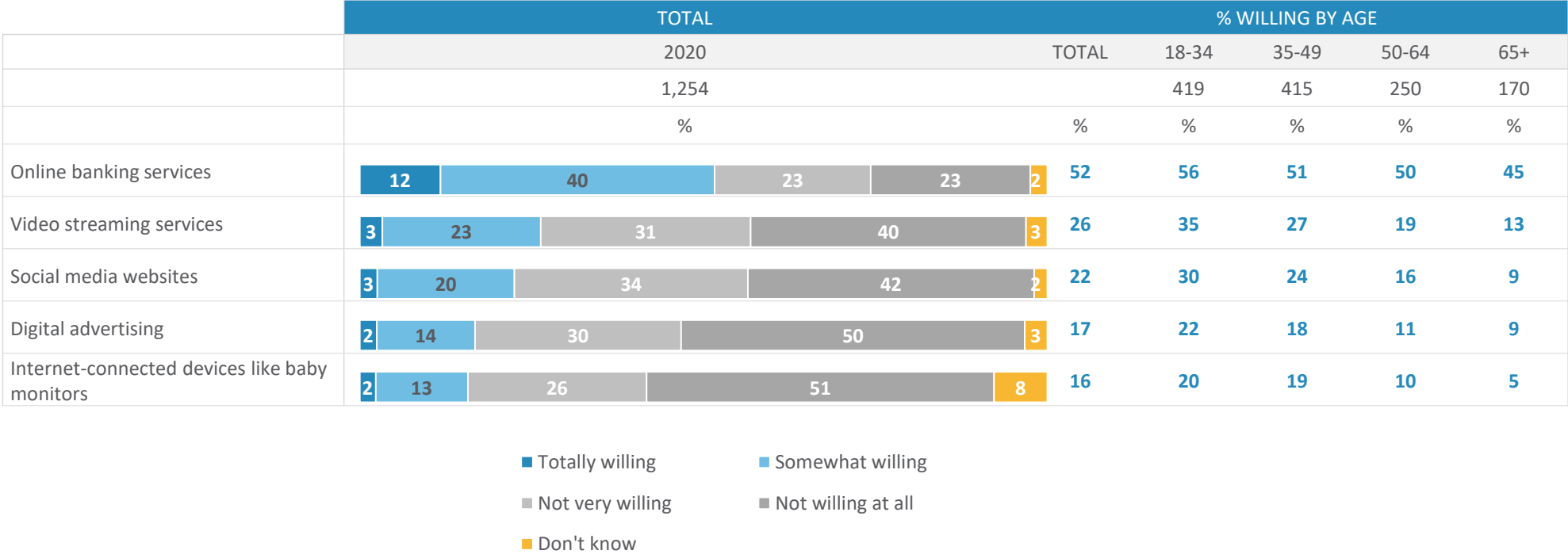
Q11. In the past year, have you used a fax machine to send documents to a government department or agency because it would not accept receipt of scanned documents by email?
Base: Total sample

4

PRIVACY AND SECURITY OF PERSONAL INFORMATION/DATA

WILLINGNESS TO SHARE PERSONAL DATA IN EXCHANGE FOR BETTER PRODUCTS AND SERVICES

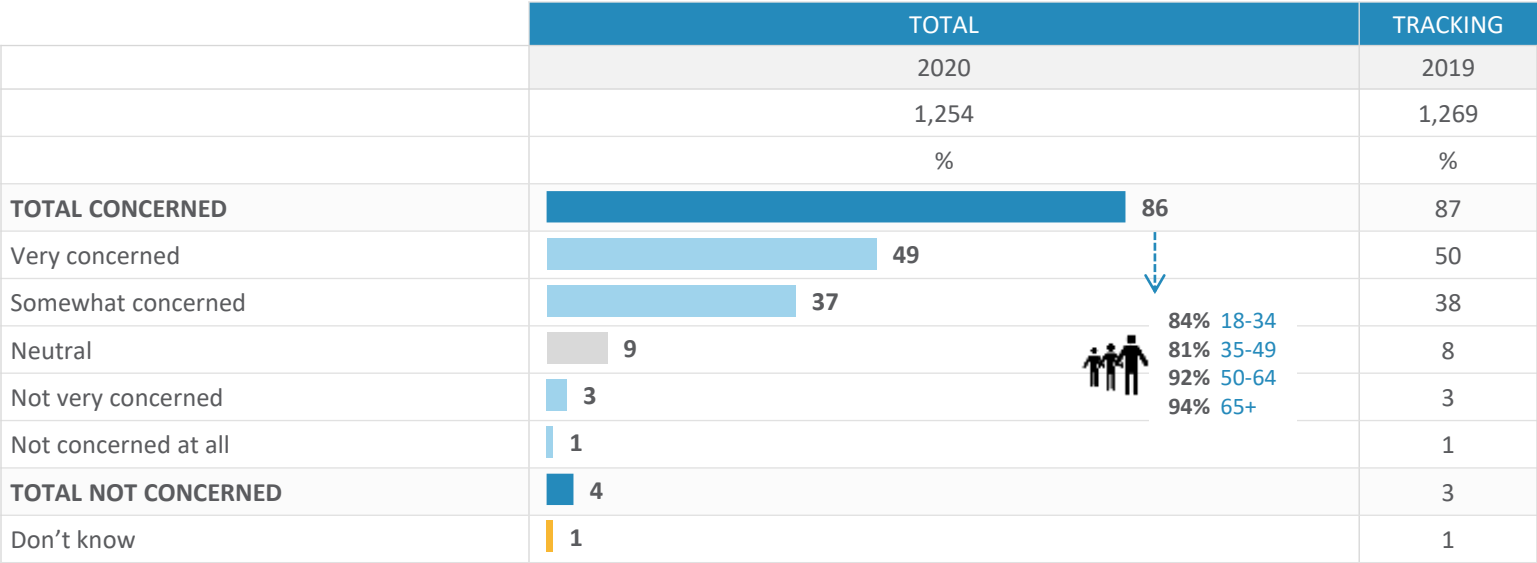
With the exception of online banking services to some extent, most indicate that they are unwilling to share their personal data in exchange for better products and services.



Q12. In general, how willing are you to share some of your personal data in exchange for better products and services from the following?
Base: Total sample

LEVEL OF CONCERN THAT BUSINESSES WITH ACCESS TO YOUR PERSONAL DATA WILLINGLY SHARE IT WITHOUT CONSENT

Fully 86% are at least somewhat concerned that businesses with access to customers’ personal data willingly share it with third parties without consent (unchanged from 2019).



Q14. How concerned are you that businesses with access to your personal data knowingly share it with third parties without your consent? (Q18 in 2019) How concerned are you that private businesses with access to your personal data willingly share it with third parties without your consent?

Base: Total sample

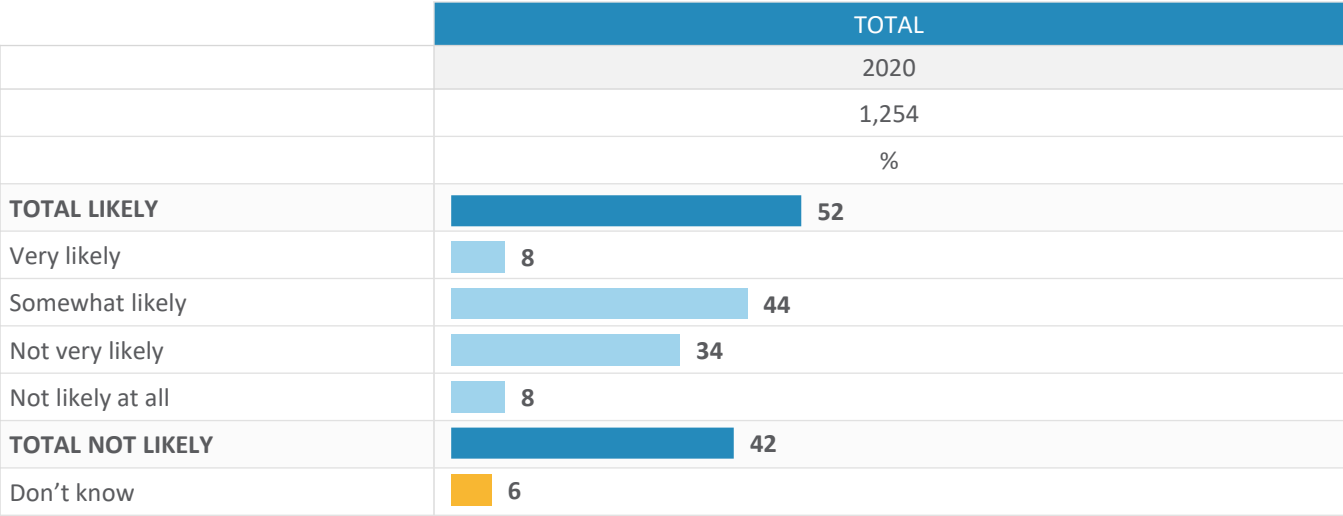
Over half (55%) are aware that Canada has a federal privacy law that covers how businesses are required to handle personal information.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
Yes	55	56
No	35	33
Don't know	10	11

Q15. Are you aware that Canada has a federal privacy law that covers how businesses are required to handle your personal information?
Base: Total sample

PERCEIVED LIKELIHOOD THAT BUSINESSES COMPLY WITH FEDERAL PRIVACY LEGISLATION

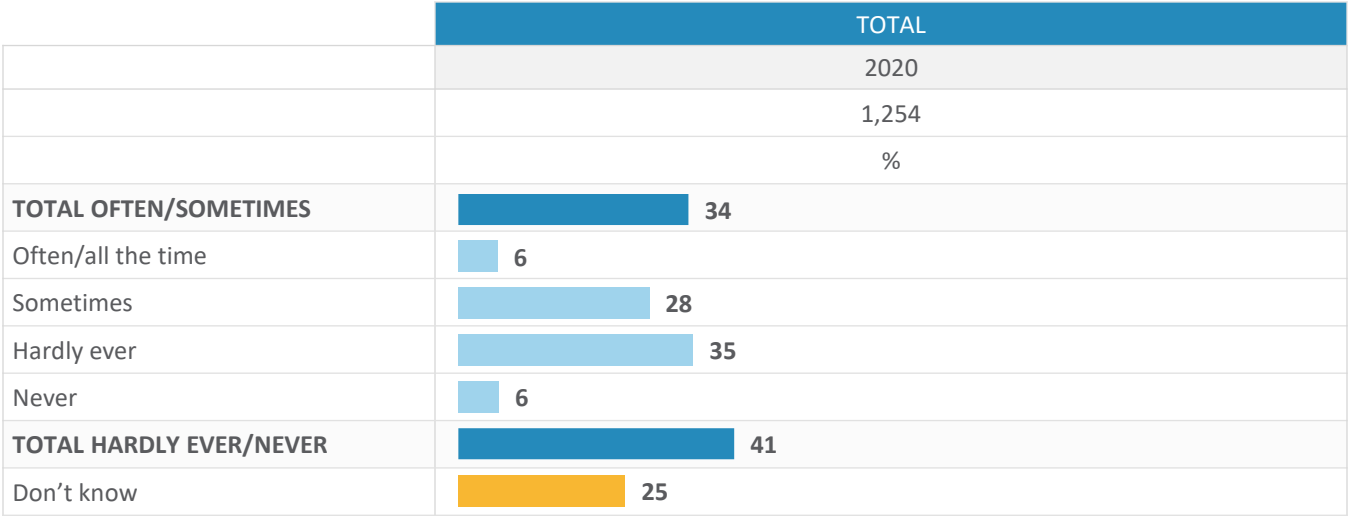
About one-half (52%) believe it is likely that a majority of businesses in Canada comply with federal privacy legislation, while 42% think it is unlikely.



Q16. In your view, how likely or unlikely is it that a majority of businesses in Canada comply with federal privacy legislation that covers requirements for handling your personal information?
Base: Total sample

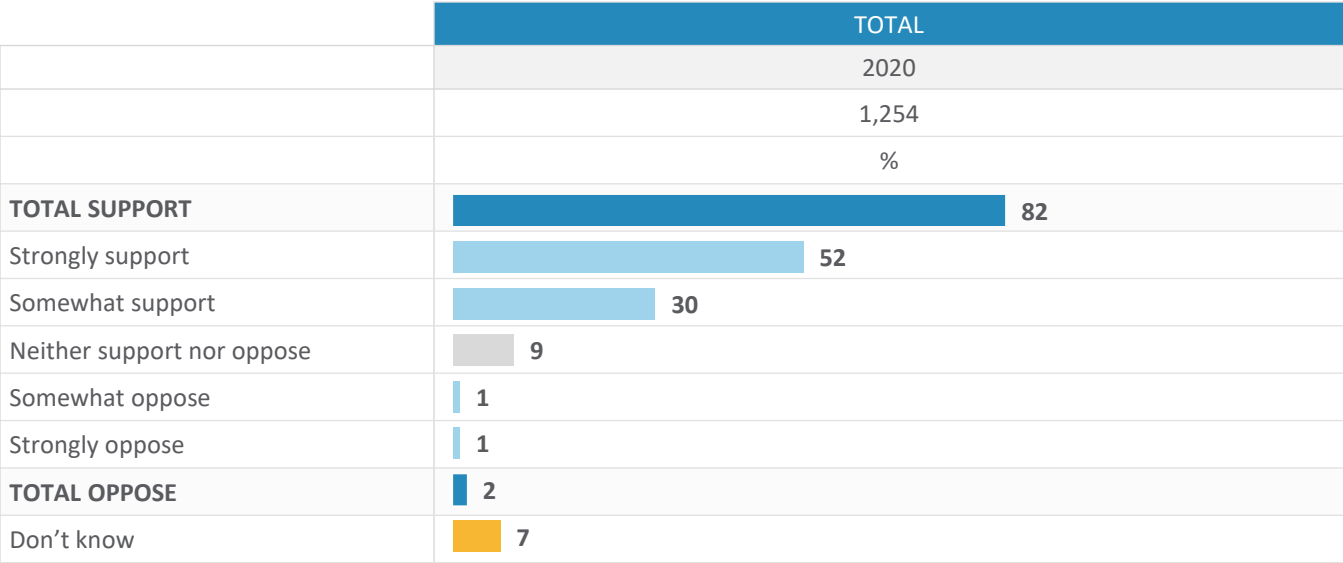
LIKELIHOOD THAT NON-COMPLIANT BUSINESSES FACE PENALTIES OR PROSECUTION

Canadians are more likely to believe that businesses that fail to comply with federal privacy legislation hardly ever or never face penalties (41%) than they are to believe that they usually do face penalties (34%).



Q17. As far as you know, how often do businesses in Canada that fail to comply with federal privacy legislation face penalties or prosecution?
Base: Total sample

Eight-in-ten (82%) support a change in the OPC’s legal authority that would give it new powers to make orders and issue fines.

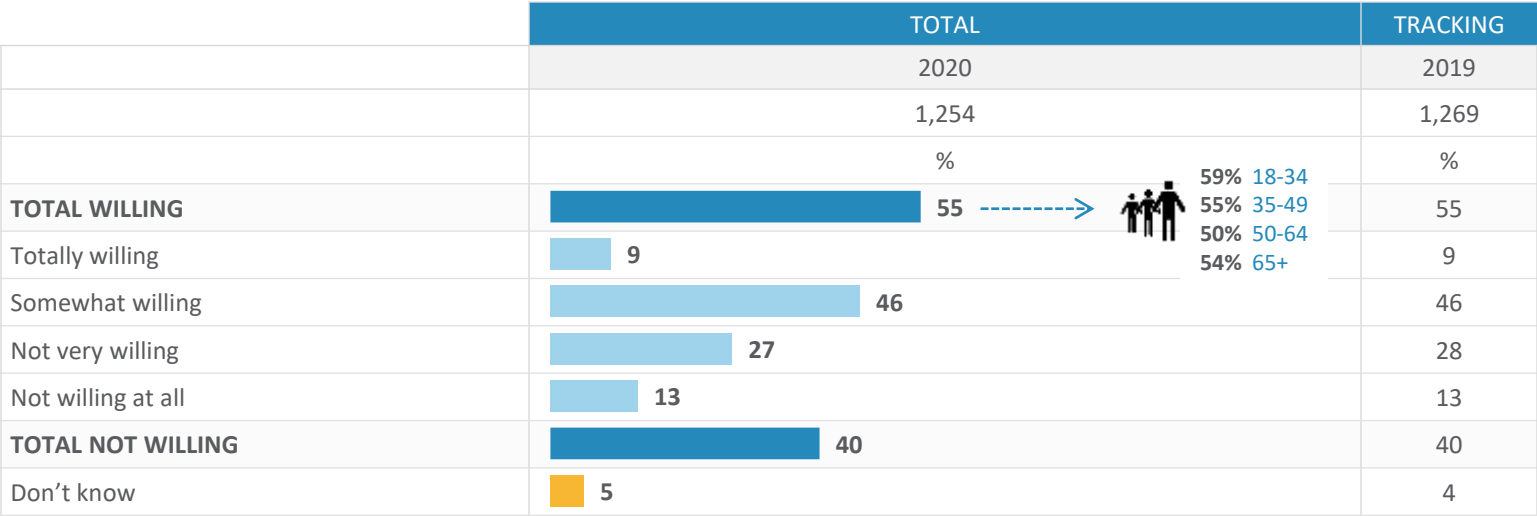


Q18. The Office of the Privacy Commissioner of Canada (OPC) oversees compliance with federal privacy legislation. Presently, the OPC lacks the power to order companies to comply with the law or to issue fines. How much do you support or oppose a change in the Commissioner’s legal authority that would give the OPC new powers to make orders and issue fines?

Base: Total sample

WILLINGNESS TO SHARE PERSONAL DATA IN EXCHANGE FOR BETTER PROGRAMS AND SERVICES FROM GOVERNMENT

Over half (55%) say they would be willing to share some of their personal data in exchange for better programs and services from government.



Q19. In general, how willing would you be to share some of your personal data in exchange for better programs and services from government?
Base: Total sample

RATING OF LOCAL GOVERNMENT ON ITS USE OF DATA TO DELIVER SERVICES TO RESIDENTS

Most rate their local government as average (39%) or good (24%) on use of data to deliver effective and efficient services.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL EXCELLENT/GOOD	27	29
Excellent	3	3
Good	24	26
Average	39	37
Poor	13	10
Very poor	5	6
TOTAL POOR/VERY POOR	17	16
Don't know	16	18

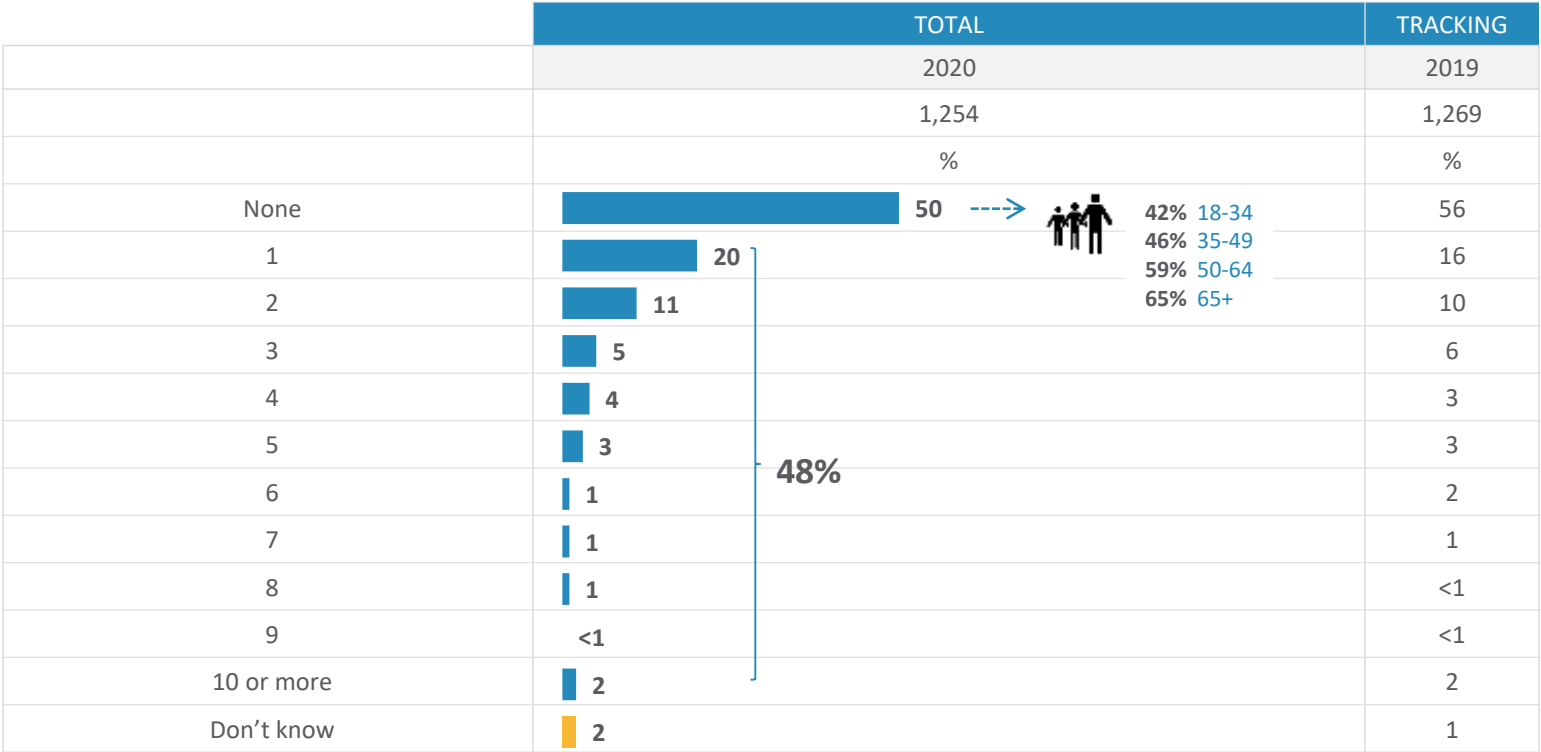
Q20. To the best of your knowledge, how would you rate your local government or municipality on its use of data to deliver effective and efficient services to residents?
Base: Total sample

5

SMART HOME DEVICES AND IoT

NUMBER OF SMART HOME DEVICES/PRODUCTS IN HOUSEHOLD

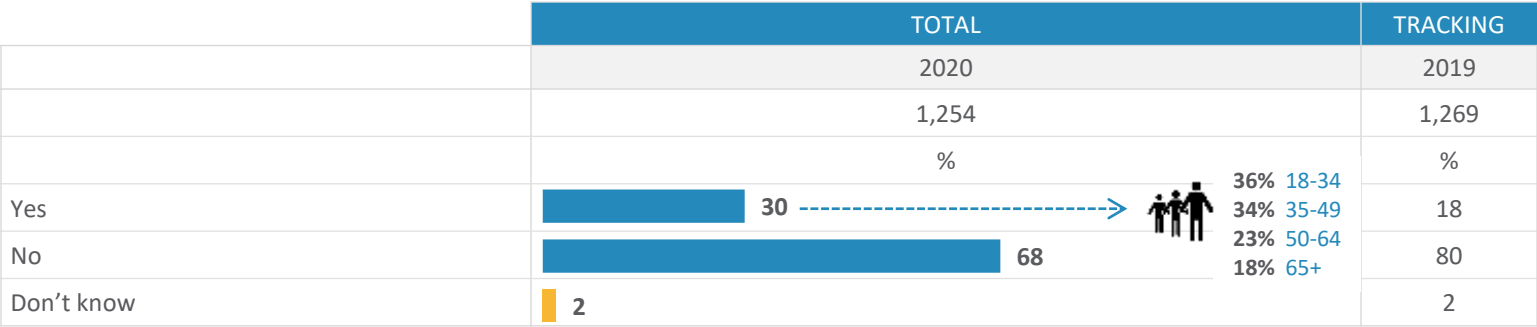
Just under half (48%) report having at least one ‘smart home’ device in their household.



Q21. A ‘smart home’ device or product is one that is internet-connected so that you can control it using a phone, tablet, computer, or a separate system within your home. Examples include devices that can control temperature, lighting, security, or entertainment units. How many ‘smart home’ devices or products are there in your household?

Base: Total sample

3-in-10 report having a voice-activated connected-home device, up from 18% in 2019.



Q22. A voice-activated, “connected-home” device can be used to access the internet, control appliances, stream audio, etc., all using voice commands. It listens to your voice commands and replies with contextual responses.
Do you have a voice-activated device/assistant in your home (e.g., Amazon’s Alexa, Google Home, Apple HomePod, etc.)?
Base: Total sample

CONCERNS ABOUT PRIVACY OR SECURITY RELATED TO CONNECTED-HOME DEVICES

Three-quarters (74%) have privacy or security concerns related to connected-home devices.

	TOTAL	TRACKING	
	2020	Spring 2018	2019
	1,254	1,203	1,269
	%	%	%
TOTAL HAVE CONCERNS	74	62	77
A lot of concerns	37	23	35
Some concerns	37	39	42
Not many concerns	14	23	13
No concerns at all	6	9	4
TOTAL DON'T HAVE CONCERNS	21	32	17
Don't know	6	6	6

Q23. Do you have any privacy or security concerns related to connected-home devices (e.g., Amazon’s Alexa, Google Home, Apple HomePod, etc.)?
Base: Total sample

SHOULD THE FEDERAL GOVERNMENT REGULATE HOW DATA COLLECTED THROUGH SMART HOME DEVICES IS USED/PROTECTED?

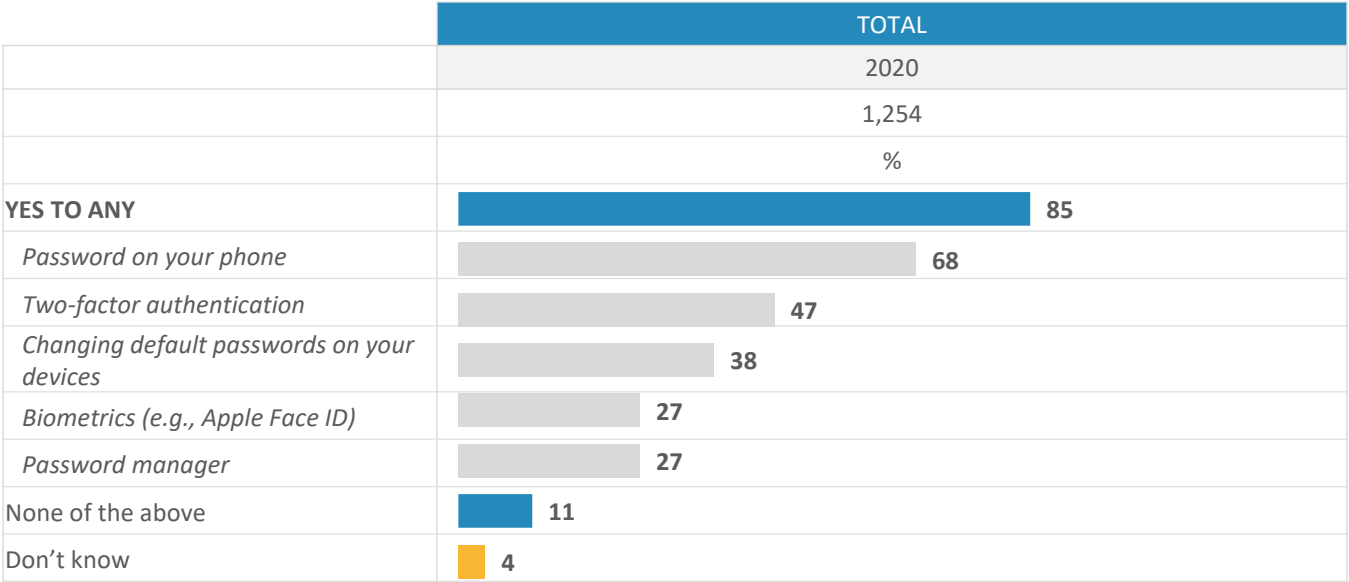
About 8-in-10 (82%) believe the federal government should regulate how the data collected through smart home devices is used and protected.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL YES	82	82
Yes, definitely	50	45
Yes, probably	32	37
No, not really	8	8
No, definitely not	3	3
TOTAL NO	11	11
Don't know	7	7

Previous battery phrasing: “Yes, definitely”, “Yes, probably”, “No, probably not”, “No, definitely not”, “Don’t know”

Q25. In your view, should the Canadian federal government regulate how the data collected through smart home devices is used and protected?
Base: Total sample

Most people indicate that they use privacy practices in their day-to-day life, and most commonly a password on their phone (68%).



Q24. Which of the following privacy practices, if any, do you use in your day-to-day life? Select all that apply.
Base: Total sample

About 4-in-10 (38%) are aware of the ‘Internet of Things’, unchanged from 2017.

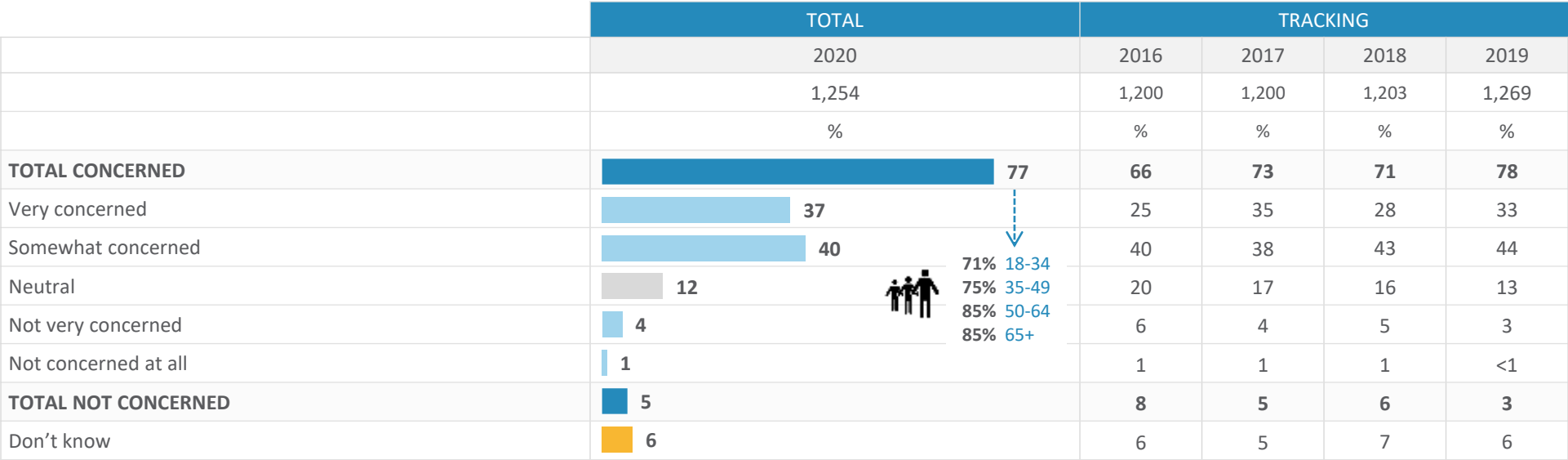
	TOTAL	TRACKING			
	2020	2016	2017	Spring 2018	2019
	1,254	1,200	1,200	1,203	1,269
	%	%	%	%	%
Yes	38	31	39	39	41
No	56	62	55	55	55
Don't know	6	7	6	6	4

Q26. The “Internet of Things” (IoT) refers to a growing network of physical objects with internet connectivity, and the communication that occurs between these objects and other internet-enabled devices and systems. A few examples of objects that can fall into the scope of Internet of Things include security systems, thermostats, cars, traffic signals, appliances, lights, hydro meters, etc. Had you heard of the “Internet of Things” before today?

Base: Total sample

CONCERN ABOUT POTENTIAL SECURITY THREATS RELATED TO THE INTERNET OF THINGS

More than three-quarters (77%) are concerned about potential security threats related to the Internet of Things, up from 66% in 2016 but unchanged from 2019.



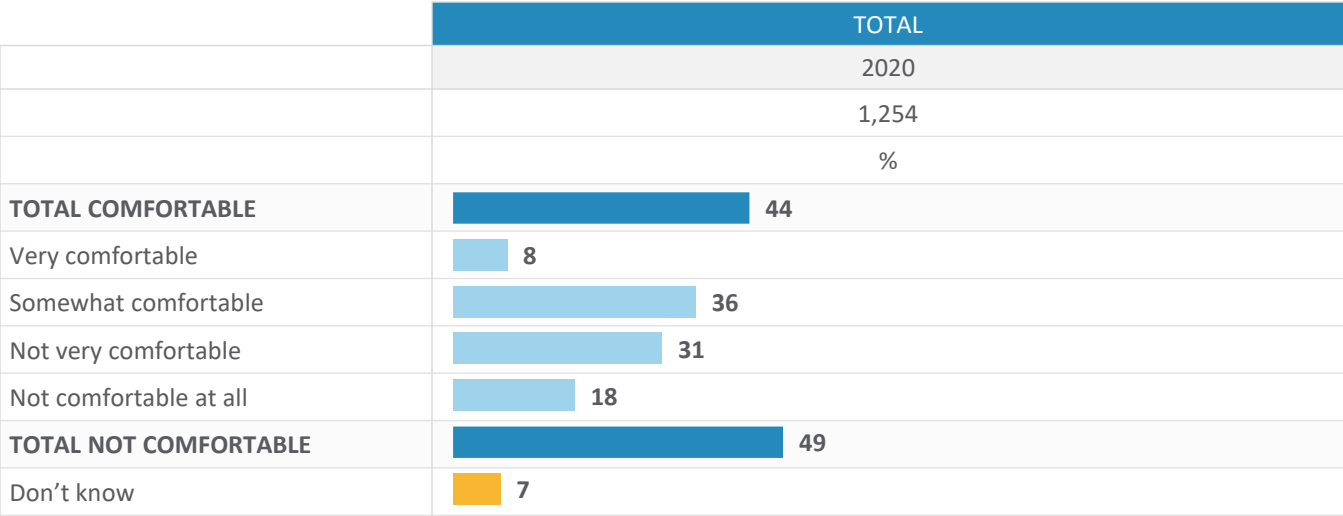
Q27. Devices and systems that are a part of the “Internet of Things” collect personal information/data that is shared with other devices and stored in databases on the internet. How concerned are you, if at all, about security threats related to the Internet of Things?

Base: Total sample

6

SMART CITIES

Canadians are more likely than not to indicate that they would not be comfortable living in a smart city.

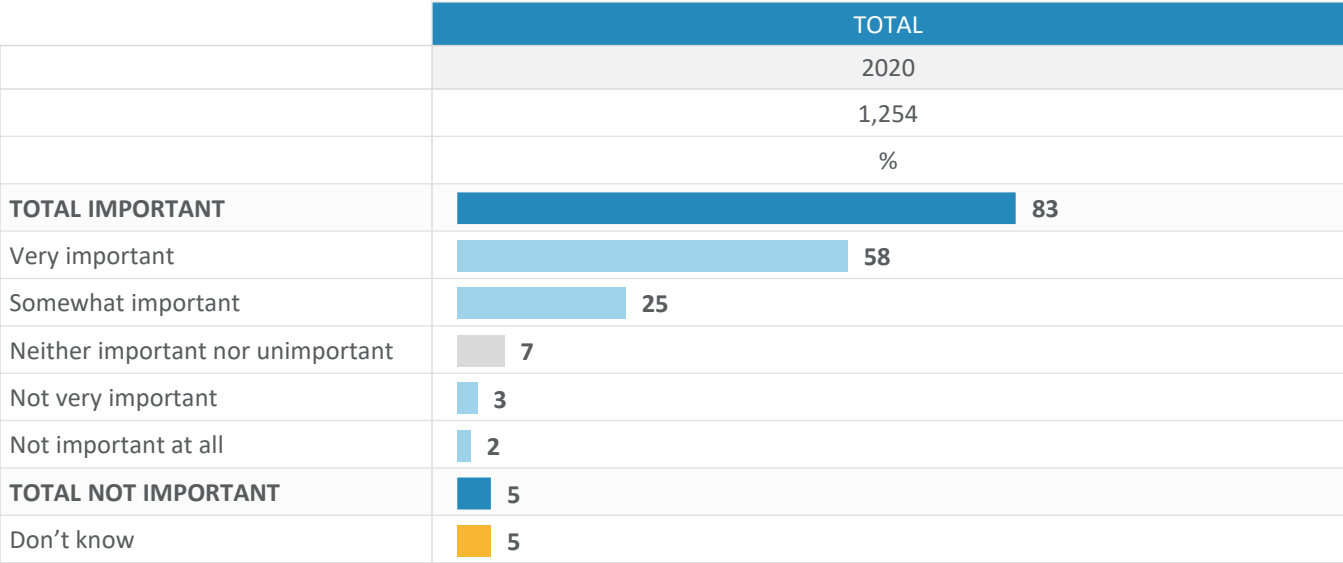


Q28. The term ‘smart city’ refers to a high tech urban area that uses a wide network of internet-connected sensors and technology to collect data and then use insights gained from that data to manage infrastructure, assets, resources and services. This includes data collected from individual citizens, devices and systems. How comfortable or uncomfortable would you be living in a smart city?

Base: Total sample

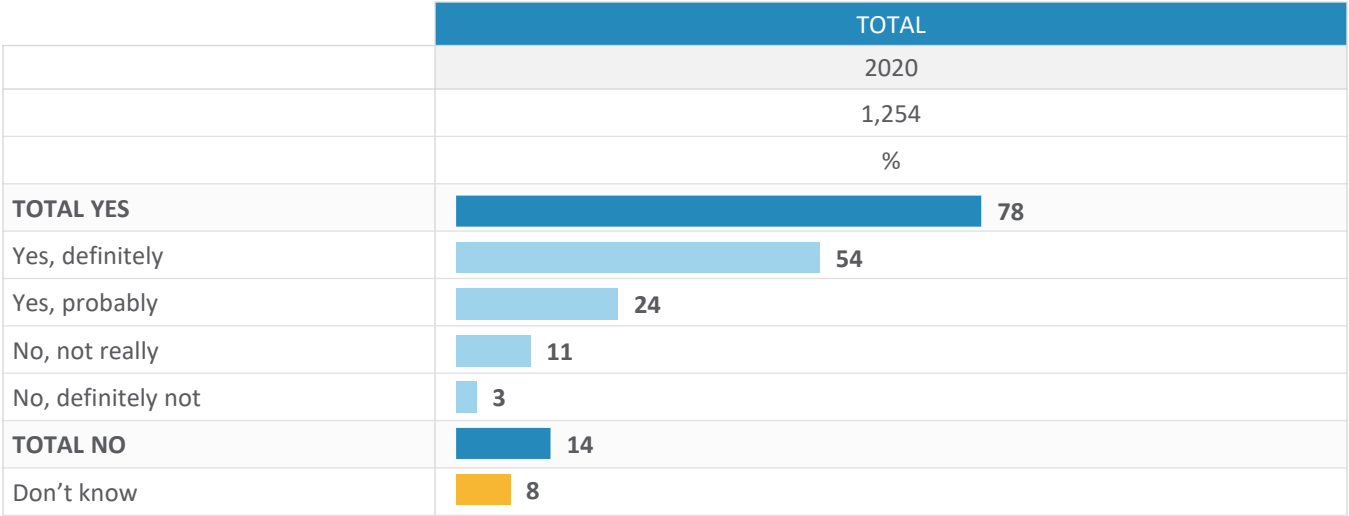
IMPORTANCE THAT SMART CITY RESIDENTS BE ABLE TO CONTROL PERSONAL DATA

More than 8-in-10 (83%) indicate that it is very important that residents of a smart city be able to control the amount and type of personal data collected about them in public places.



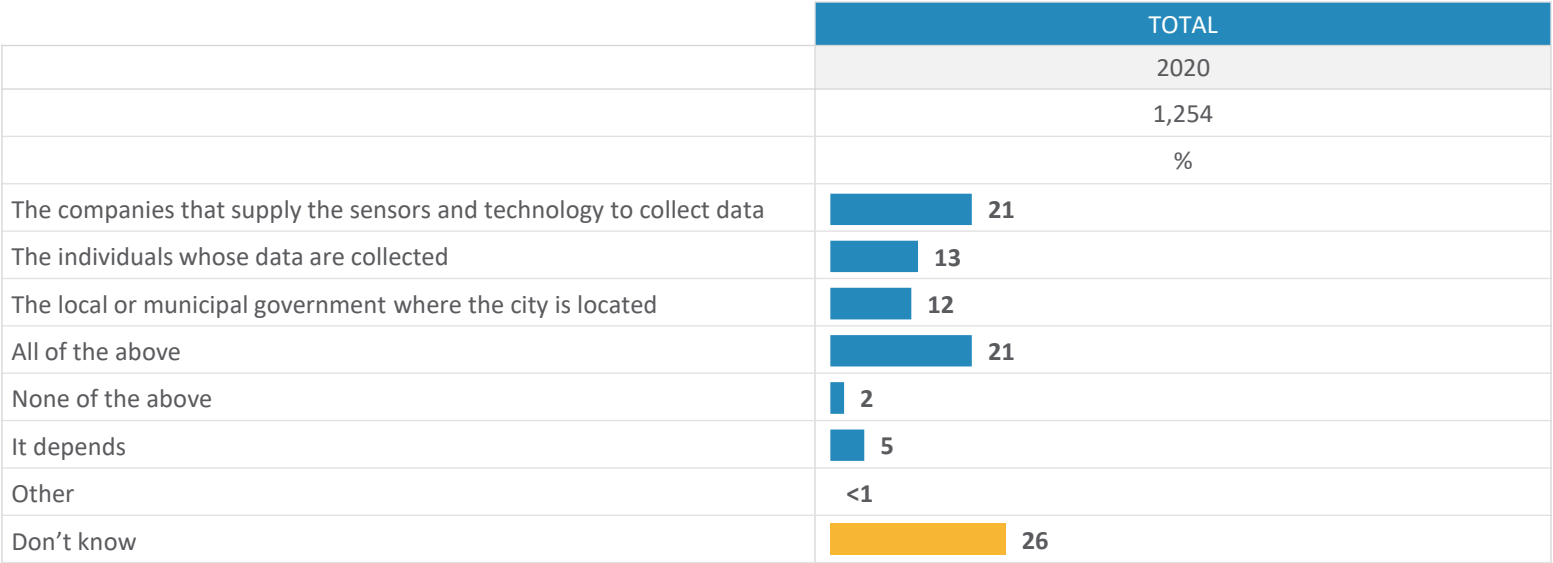
Q29. In your view, how important or unimportant is it that residents of a smart city be able to control the amount and type of personal data collected about them in public places?
Base: Total sample

More than three-quarters (78%) believe that people who visit a smart city should be able to opt out of having their personal data collected.



Q30. In your view, should people who visit a smart city be able to opt out of having their personal data collected by the network of sensors and technology?
 Base: Total sample

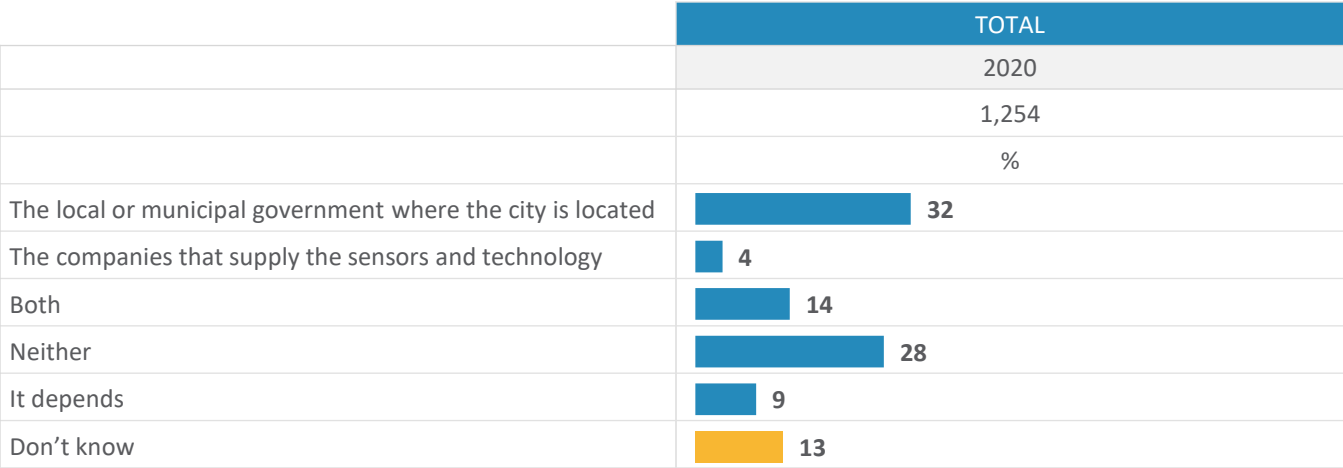
About one-quarter (26%) indicate that they don't know who owns the data collected in a smart city. Most commonly, it is believed to belong to the companies that supply the sensors and technology to collect it.



Q31. As far as you know, who typically owns the data collected from individual citizens who live in or visit a smart city?
Base: Total sample

SHOULD DATA BELONG TO GOVERNMENT OR COMPANIES?

Very few (4%) believe that the data collected in a smart city should belong solely to the companies that supply the sensors and technology. More than 4-in-10 believe that it should belong to the local or municipal government (32%) or shared between government and the companies that supply the sensors and technology (14%).



Q32. In your view, **should** the data collected in a smart city belong to the local or municipal government where it is located or to the companies that supply the sensors and technology needed to operate the city?

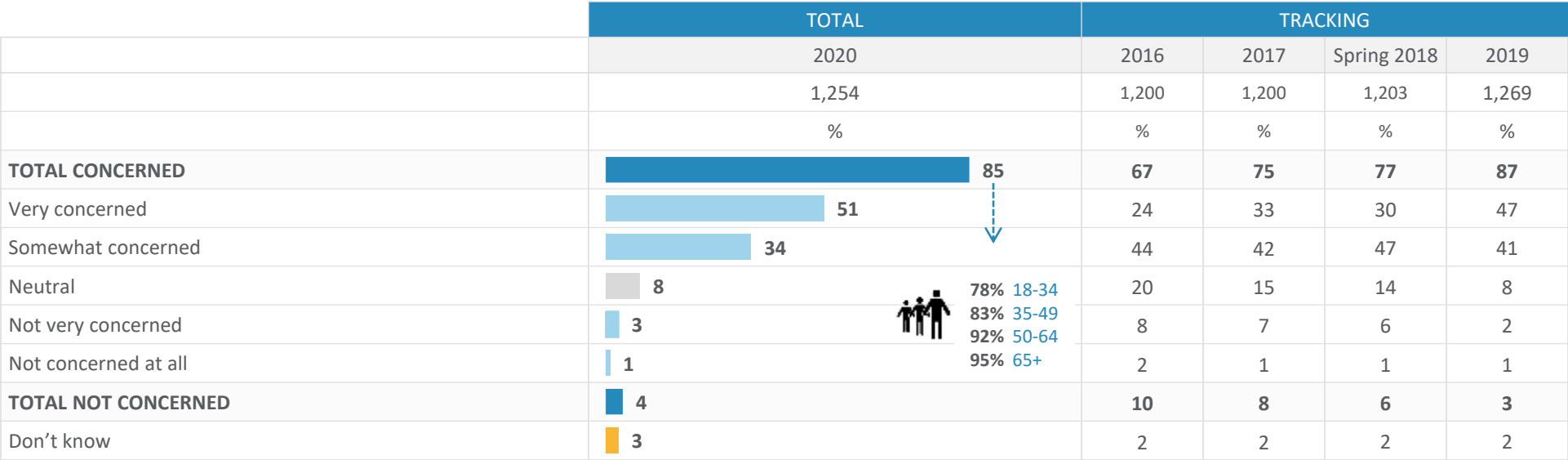
Base: Total sample

7

CYBERATTACKS AND CYBERSECURITY

CONCERN ABOUT CYBERATTACKS

Most people are concerned about cyberattacks against organizations with access to their personal data. Levels of concern have increased since 2016.



Q33. A cyberattack is an attempt by hackers to damage, disrupt, or gain unauthorized access to a computer network or system. Overall, how concerned are you about actual or potential cyberattacks against organizations or companies you know and/or ones that may have access to your personal information/data?

Base: Total sample

LIKELIHOOD OF CONTINUING TO DO BUSINESS WITH AN ORGANIZATION IF PERSONAL DATA WERE EXPOSED IN A CYBERATTACK

Fewer than one-quarter (23%) would continue to do business with an organization if their personal data were exposed in a cyberattack.

	TOTAL	TRACKING			
	2020	2016	2017	Spring 2018	2019
	1,254	1,200	1,200	1,203	1,269
	%	%	%	%	%
TOTAL LIKELY	23	20	25	25	19
Very likely	4	4	4	5	3
Somewhat likely	19	16	21	20	16
Neither likely nor unlikely	23	26	25	28	26
Not very likely	26	30	27	27	30
Not likely at all	20	17	17	14	18
TOTAL NOT LIKELY	47	47	44	41	48
Don't know	7	7	6	7	6

Q34. How likely is it that you would continue to do business with an organization if your personal data were exposed in a cyberattack? (Q WORDING IN PREVIOUS WAVES: How likely is it that you would continue to make purchases from an online business/retailer following a major cyberattack?)

Base: Total sample

SHOULD GOVERNMENT PROVIDE RESOURCES/INFRASTRUCTURE TO HELP BUSINESSES PROTECT AGAINST CYBERATTACKS?

About 8-in-10 (79%) believe that the government should provide resources and infrastructure to Canadian businesses to help protect them from cyberattacks. The proportion that indicates ‘definitely’ is up from 2019.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL YES	79	77
Yes, definitely	44	35
Yes, probably	34	42
No, probably not	11	14
No, definitely not	4	3
TOTAL NO	15	17
Don't know	7	7

Previous battery phrasing: “Yes, definitely”, “Yes, probably”, “No, probably not”, “No, definitely not”, “Don’t know”

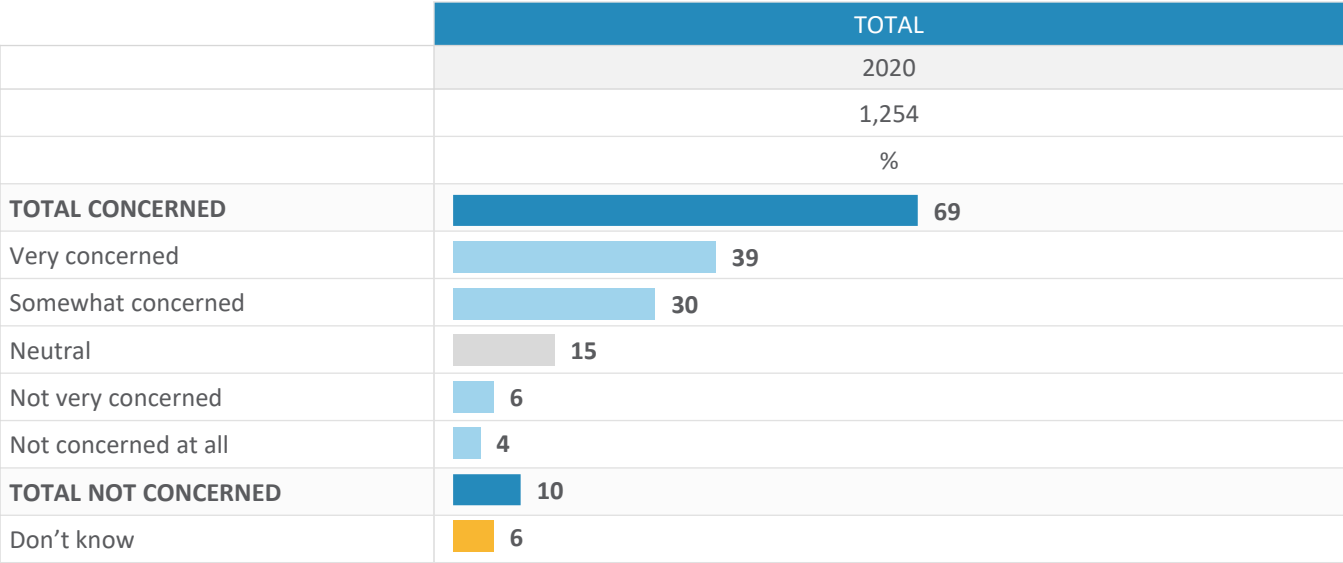
Q35. In your view, should the government provide resources and infrastructure to Canadian businesses to help protect them from cyberattacks?
Base: Total sample

A majority (66%) supports government spending to fund cybersecurity infrastructure for Canadian businesses.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL SUPPORT	66	64
Strongly support	28	23
Somewhat support	37	42
Neither support nor oppose	17	17
Somewhat oppose	7	9
Strongly oppose	4	4
TOTAL OPPOSE	11	13
Don't know	6	5

Q36. How much do you support or oppose government spending to fund cybersecurity infrastructure for Canadian businesses?
Base: Total sample

7-in-10 (69%) are concerned about potential cybersecurity risks from foreign-owned network technologies.



Q37. As you may know, Huawei Technologies is a large Chinese technology firm that is a global supplier of smartphones and telecommunications network equipment. Huawei supplies equipment to 5G networks, the fifth-generation of wireless networks that will eventually replace current 4G networks. How concerned are you, if at all, about potential cybersecurity risks from foreign-owned network technologies such as Huawei and 5G?

Base: Total sample

8

LOCATION OF INTERNET INFRASTRUCTURE AND CLOUD SERVICES

IMPORTANCE OF UNIVERSAL ACCESS TO HIGH SPEED INTERNET FOR CANADA’S ECONOMIC GROWTH AND PROSPERITY

More than 8-in-10 (86%) say universal access to high speed internet is important for Canada’s overall economic growth and prosperity. The proportion saying it is ‘critically’ important is higher than in 2019.

	TOTAL	TRACKING
	2020	2019
	1,254	1,269
	%	%
TOTAL IMPORTANT	86	83
Critically important	51	38
Somewhat important	35	45
Neither important nor unimportant	7	9
Not very important	2	2
Not important at all	1	<1
TOTAL NOT IMPORTANT	3	2
Don’t know	4	5

Q39. In your view, how important or unimportant is universal access to high speed internet for Canada’s overall economic growth and prosperity?
Base: Total sample

AWARENESS THAT CANADA’S INTERNET INFRASTRUCTURE RUNS THROUGH THE U.S.

Just 3-in-10 (31%) say they are aware that some of Canada’s internet infrastructure runs through the United States, which is lower than in 2019.

	TOTAL	TRACKING			
	2020	2016	2017	Spring 2018	2019
	1,254	1200	1,200	1,203	1,269
	%	%	%	%	%
Yes	31	29	31	46	47
No	56	59	57	41	44
Don't know	13	12	13	13	9

Q40. Are you aware that some of Canada’s internet infrastructure runs through the United States, and that even communications beginning and ending in Canada may be routed through the U.S.?
Base: Total sample

AWARENESS THAT MANY CLOUD SERVICES IN CANADA STORE DATA IN THE U.S.

Fewer than half (44%) say they are aware that many cloud services in Canada store data on servers located in the United States.

	TOTAL	TRACKING			
	2020	2016	2017	Spring 2018	2019
	1,254	1,200	1,200	1,203	1,269
	%	%	%	%	%
Yes	44	33	36	47	50
No	46	56	54	42	43
Don't know	10	11	10	12	7

Q41. “Cloud computing” or storage means storing and accessing data and programs over the internet instead of on your *computer's* hard drive. Are you aware that many cloud services in Canada store data on servers located in the United States?

Base: Total sample

PREFERENCE FOR CLOUD SERVICES IN CANADA OR U.S.

Given a choice, most (78%) say they would prefer to use cloud services whose servers are located in Canada.

	TOTAL	TRACKING	
	2020	Spring 2018	2019
	1,254	1,203	1,269
	%	%	%
Canada	78	67	79
United States	2	2	2
Neither	8	15	10
Don't know	11	15	9

Q42. Given a choice, would you prefer to use cloud services whose servers are located in Canada or in the United States?
Base: Total sample

IMPORTANCE THAT CANADA’S INTERNET SERVICE PROVIDERS INVEST IN BUILDING UP INTERNET INFRASTRUCTURE IN CANADA

8-in-10 (80%) believe it is important that Canada’s internet service providers and online service companies invest in building up internet infrastructure inside Canada’s borders.

	TOTAL	TRACKING			
	2020	2016	2017	Spring 2018	2019
	1,254	1,200	1,200	1,203	1,269
	%	%	%	%	%
TOTAL IMPORTANT	80	75	81	79	81
Critically important	43	42	53	42	39
Somewhat important	37	33	28	37	42
Neither important nor unimportant	9	15	11	11	9
Not very important	3	3	2	3	3
Not important at all	2	1	1	2	1
TOTAL NOT IMPORTANT	4	4	3	5	4
Don't know	7	6	5	5	6



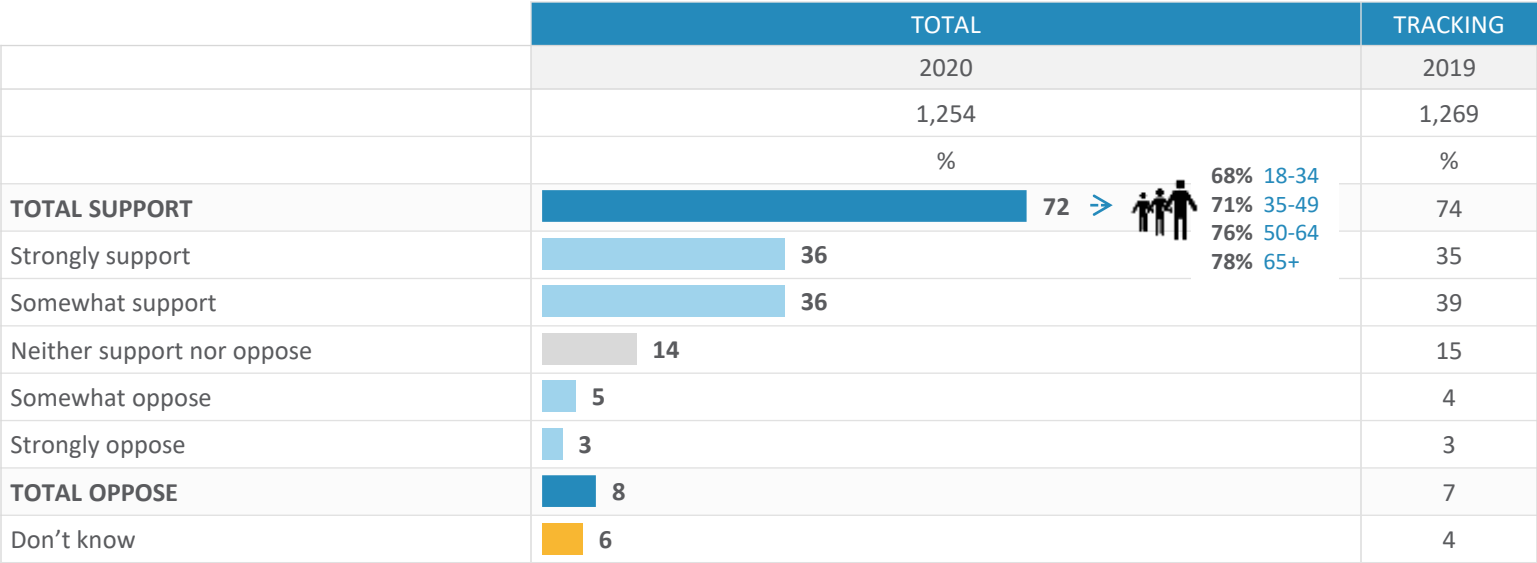
72% 18-34
79% 35-49
87% 50-64
91% 65+

Q43. In your view, how important is it that Canada’s internet service providers and online service companies invest in building up internet infrastructure inside Canada’s borders so that online communications/data do not need to be stored in or routed through the United States?

Base: Total sample

LEVEL OF SUPPORT FOR GOVERNMENT SPENDING TO BUILD UP CANADA’S INTERNET INFRASTRUCTURE

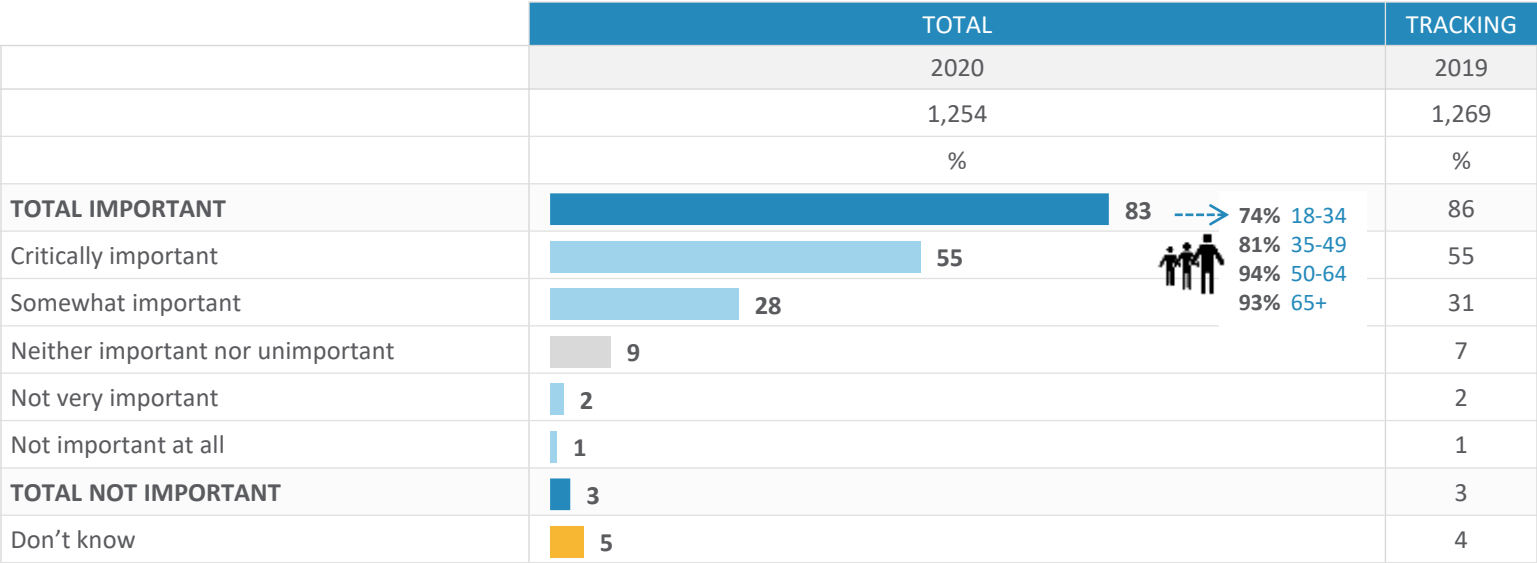
More than 7-in-10 (72%) say they support government spending to build up Canada’s internet infrastructure to make it less reliant on U.S. service providers (unchanged from 2019).



Q44. (Q43 in 2019) How much do you support or oppose government spending to build up Canada’s internet infrastructure to make it less reliant on U.S. service providers?
Base: Total sample

IMPORTANCE THAT GOVERNMENT DATA BE STORED AND TRANSMITTED IN CANADA ONLY

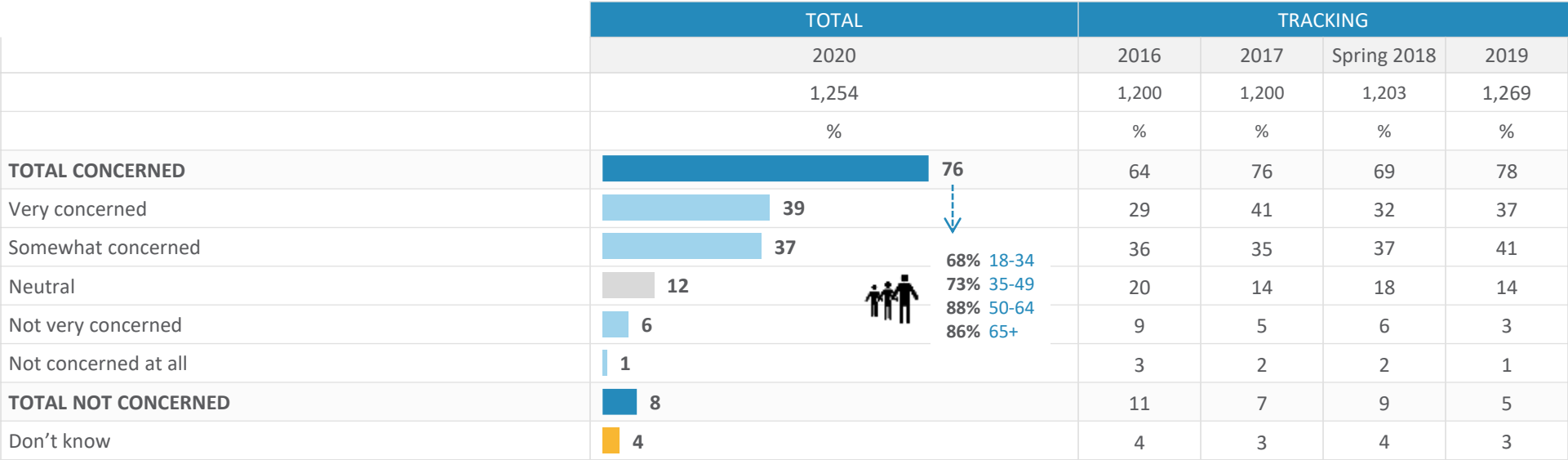
More than 8-in-10 (83%) believe it is important that government data, including the personal information of Canadians, be stored and transmitted in Canada only.



Q45. In your view, how important is it that government data, including the personal information of Canadians, be stored and transmitted in Canada only?
Base: Total sample

LEVEL OF CONCERN ABOUT THE SECURITY AND PRIVACY OF PERSONAL DATA IF STORED IN OR ROUTED THROUGH U.S.

Most (76%) are concerned about the security and privacy of their personal information if it is stored in or routed through the United States (up from 64% in 2016, but unchanged from 2019).



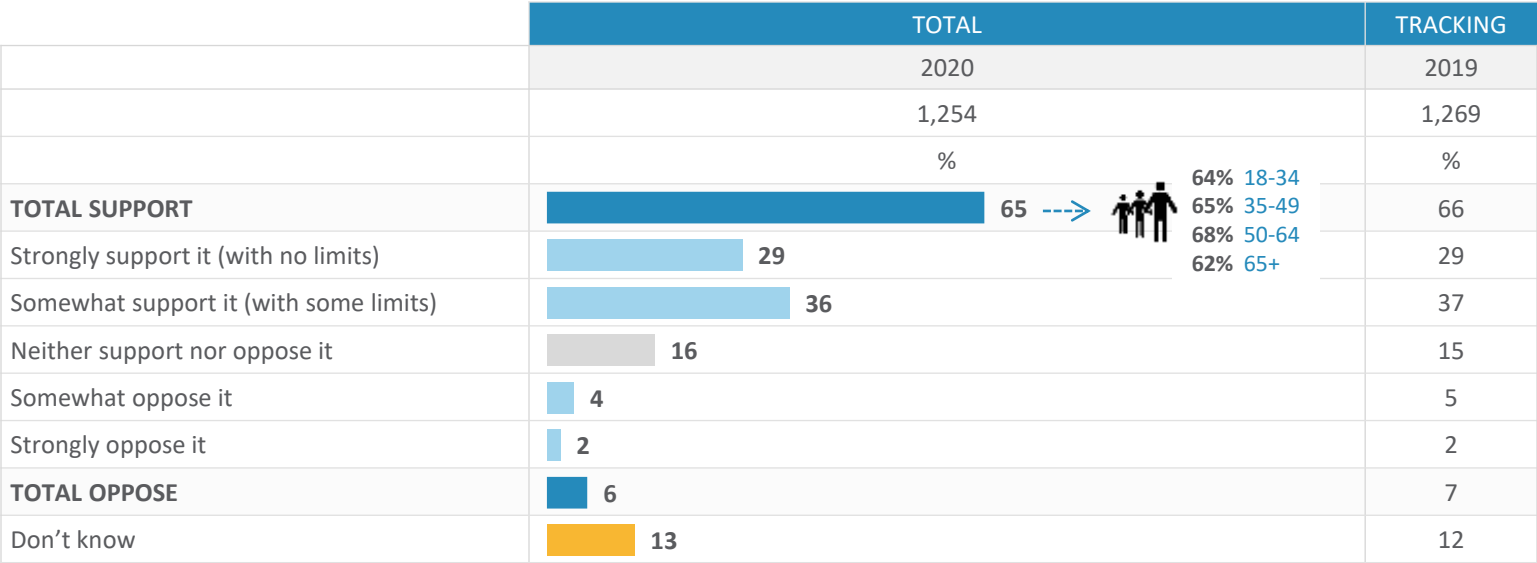
Q46. How concerned are you, if at all, about the security and privacy of your personal information/data on the internet if it is stored in or routed through the United States?
Base: Total sample

9

NET NEUTRALITY, ENCRYPTION, AI, FACIAL RECOGNITION AND INTERNET GOVERNANCE

LEVEL OF SUPPORT FOR NET NEUTRALITY

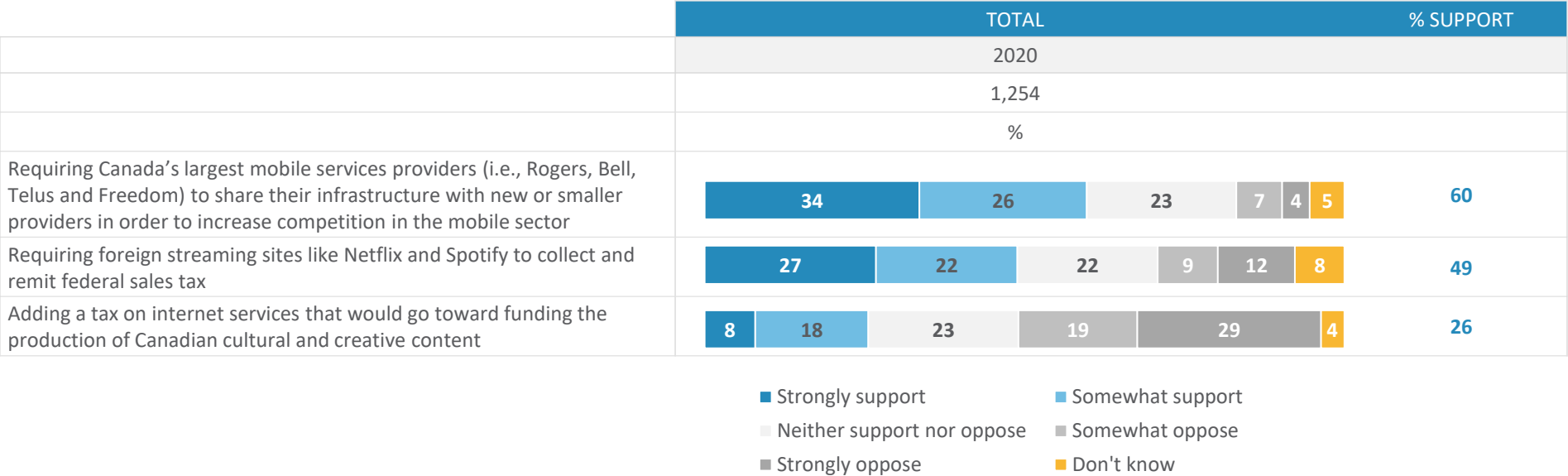
About two-thirds (65%) say they support the principle of net neutrality.



Q47. “Net neutrality” is a principle that means Internet Service Providers (ISPs) are required to treat all data on the internet equally. Under net neutrality regulations, ISPs are not allowed to discriminate against certain types of users or content, nor are they allowed to intentionally block or slow down specific content or websites. How much do you support or oppose the principle of net neutrality?

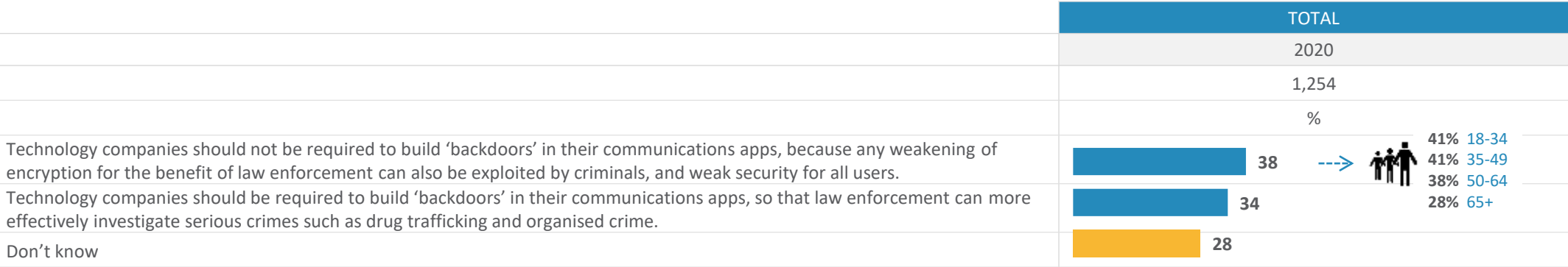
Base: Total sample

A majority (60%) supports requiring Canada’s largest mobile services providers to share their infrastructure. There is little support (26%) for a new tax to fund production of Canadian cultural and creative content.



Q38. How much do you support or oppose the following proposals related to the creation and/or provision of media, internet or digital services in Canada?
Base: Total sample

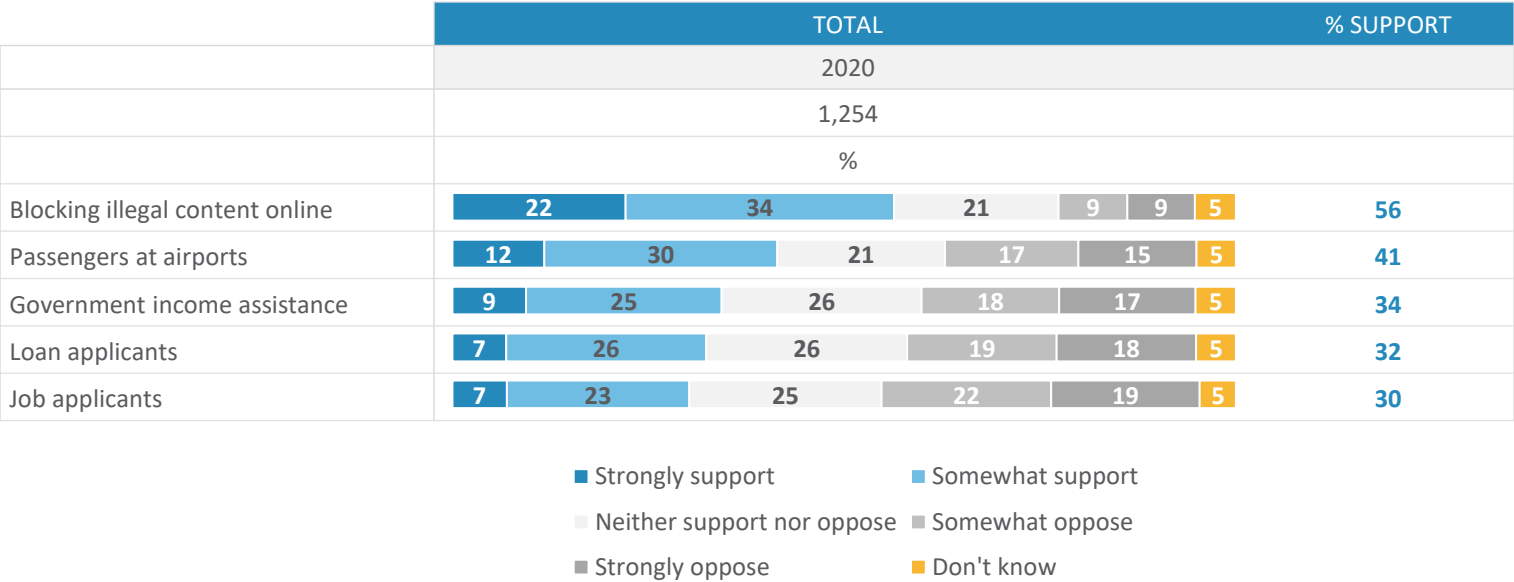
Canadians are divided over whether tech companies should be required to build ‘backdoors’ in their communications apps.



Q48. Encryption refers to the encoding of information so that only authorized parties can access it as it passes over the internet. Some communication apps (e.g., WhatsApp) use encryption so that messages sent by its users cannot be intercepted by unintended parties. Some law enforcement agencies around the world have asked technology companies to build ‘backdoors’ in their communication apps to allow them access to encrypted messages. Which of the following statements comes closer to your view, even if neither is exactly right?

Base: Total sample

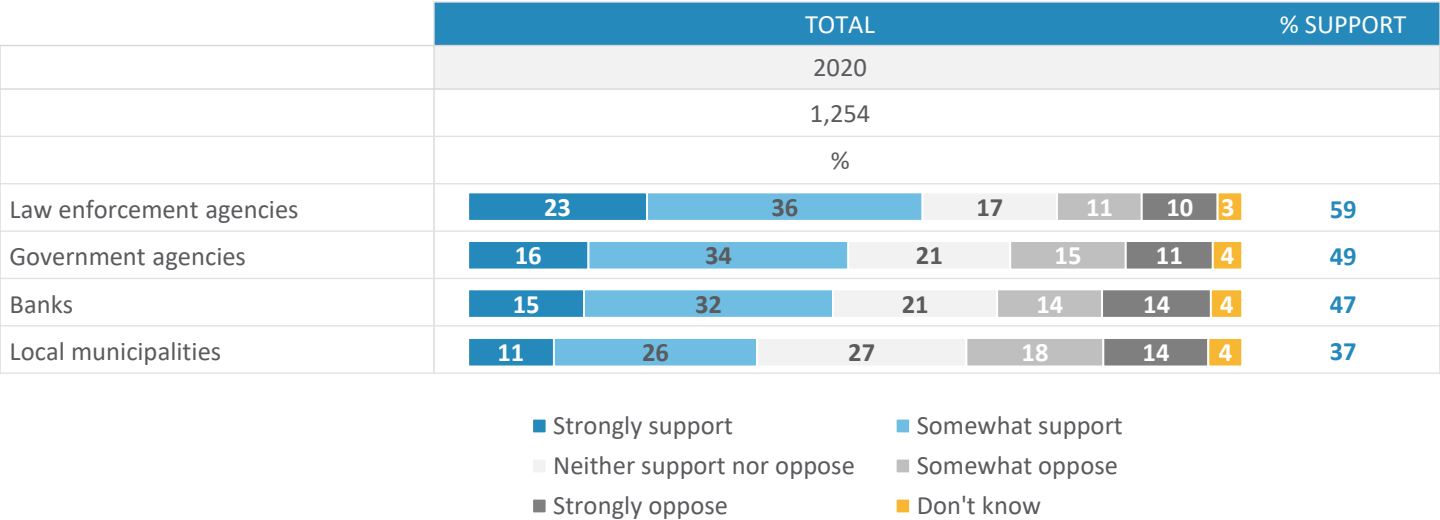
A majority supports the use of AI for blocking illegal content online, but not for other purposes.



Q49. Artificial intelligence (AI) allows computers to perform tasks more commonly associated with human decision-making. How much do you support or oppose AI being used for screening in the following contexts?

Base: Total sample

A majority supports the use of facial recognition technology by law enforcement agencies. Canadians are less likely to support its use by other entities.



Q50. Facial recognition technology uses biometrics to scan and map facial features from a photograph or video camera. It compares the information with a database of known faces to find a match. How much do you support or oppose facial recognition technology being used by the following kinds of agencies or institutions?

Base: Total sample

Canadians are more likely to believe that SEOs should be required to remove information globally (47%) than only in the country or jurisdiction with the law (24%).

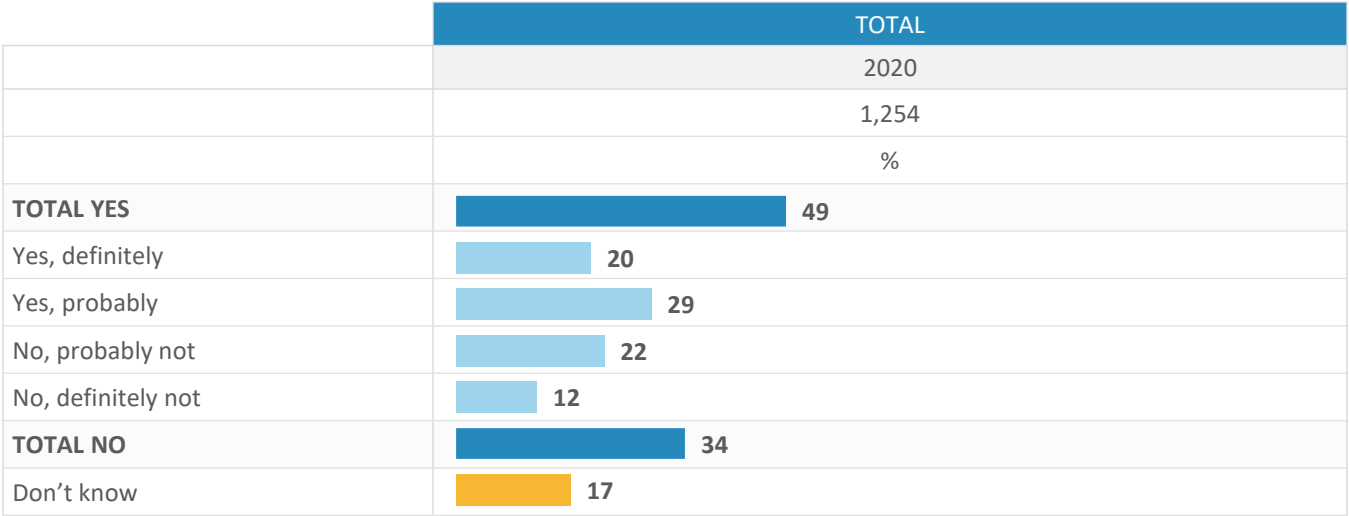
	TOTAL	
	2020	
	1,254	
	%	
Search engine operators should be required to remove information globally		47
Search engine operators should be required to remove information in the country or jurisdiction with the law		24
Don't know/no opinion		29

Q51. The European Union (EU) has a ‘right to be forgotten’ law which allows citizens some control over what appears when their name is searched online. The law requires search engine operators like Google to remove links to out-of-date or damaging personal information (upon request), so that the information no longer appears in search results. In your view, should a country or jurisdiction with a ‘right to be forgotten’ law be able to require search engine operators like Google to remove information globally, or only in the country or jurisdiction with the law?

Base: Total sample

SHOULD PEOPLE WHO HAVE RECEIVED A PARDON HAVE A ‘RIGHT TO BE FORGOTTEN’?

Half (49%) believe that people who have received a pardon for a previous criminal conviction have a ‘right to be forgotten’.

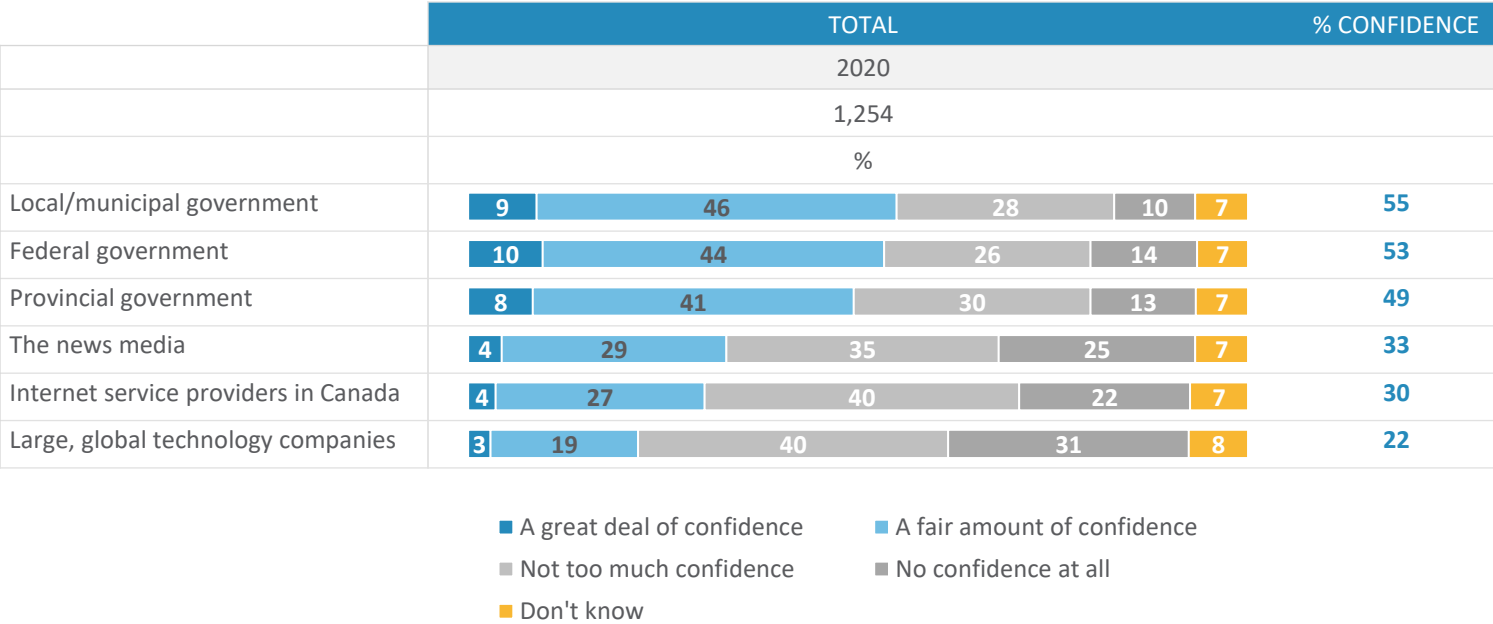


Q52. In your view, should people who have received a pardon for a previous criminal conviction have a ‘right to be forgotten’ (i.e., should they be able to direct Google to remove search results concerning their previous conviction)?

Base: Total sample

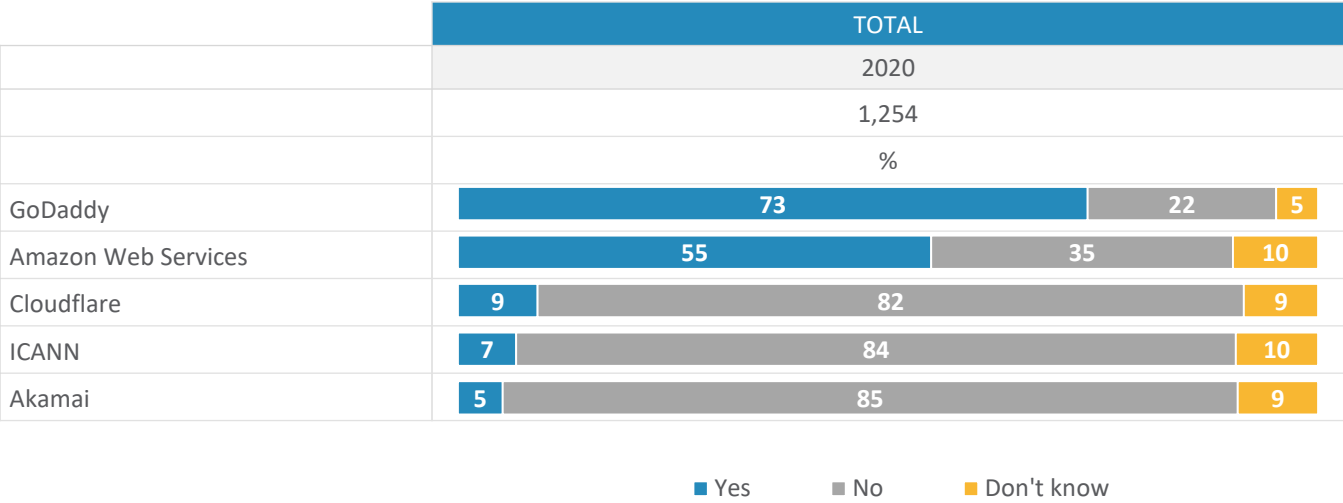
LEVEL OF CONFIDENCE IN INSTITUTIONS TO ACT IN THE PUBLIC INTEREST

Confidence in governments, the news media, ISPs and tech companies to act in the public interest is relatively low. Confidence is highest for local/municipal government.



Q53. How much confidence, if any, do you have in each of the following to act in the best interests of the public?
Base: Total sample

Awareness of GoDaddy is relatively strong (73%), and more than half say they have heard of Amazon Web Services. Awareness of Cloudflare, ICANN and Akamai is limited.



Q1. Please indicate whether you have heard of each of the following technology companies or providers.
Base: Total sample

10

SAMPLE DEMOGRAPHICS

Sample Demographics

GENDER



	2019	2020
Male	49%	48%
Female	50%	52%
Non-binary	<1%	<1%
Prefer not to answer	<1%	<1%

AGE



	2019	2020
18 to 34	28%	33%
35 to 49	25%	33%
50 to 64	28%	20%
65+	19%	14%

EDUCATION



	2019	2020
Some high school	2%	1%
Graduated from high school	10%	10%
Some college/technical/CEGEP	10%	11%
Graduated from college	15%	17%
Some university	8%	11%
Graduated from university	32%	33%
Post-graduate degree	22%	15%
Prefer not to answer	1%	<1%

EMPLOYMENT



	2019	2020
Working full or part-time	67%	67%
Unemployed and looking for work	2%	3%
Unemployed and not looking for work	2%	1%
Student	4%	8%
Stay-at-home parent	1%	2%
Retired	22%	17%
Prefer not to answer	3%	3%

USE AN INTERNET-CONNECTED MOBILE PHONE



	2019	2020
Yes	90%	90%
No	8%	8%
Don't know	1%	1%
Prefer not to answer	1%	2%

NUMBER OF PEOPLE IN HOUSEHOLD



	2019	2020
One	20%	19%
Two	46%	40%
Three	15%	18%
Four or more	18%	20%
Prefer not to answer	2%	2%

CHILDREN UNDER 18



	2019	2020
Yes	20%	23%
No	78%	75%
Prefer not to answer	2%	2%

AGES OF CHILDREN UNDER 18



	2019	2020
2 years or younger	27%	22%
3-4 years	13%	14%
5-6 years	17%	15%
7-8 years	14%	18%
9-10 years	16%	13%
11-12 years	14%	17%
13-14 years	13%	15%
15-17 years	25%	23%
Prefer not to answer	8%	4%

REGION



	2019	2020
Newfoundland	1%	1%
Prince Edward Island	1%	<1%
Nova Scotia	3%	2%
New Brunswick	2%	2%
Quebec	24%	24%
Ontario	38%	39%
Manitoba	4%	4%
Saskatchewan	3%	3%
Alberta	11%	11%
British Columbia	13%	13%
Yukon/NWT/Nunavut	<1%	<1%

HOUSEHOLD INCOME



	2019	2020
Less than \$25,000	4%	6%
\$25,000 to just under \$50,000	9%	14%
\$50,000 to just under \$75,000	15%	17%
\$75,000 to just under \$100,000	17%	17%
\$100,000 to just under \$150,000	18%	16%
\$150,000 to just under \$200,000	9%	8%
\$200,000 or more	8%	6%
Prefer not to answer	20%	17%

Base: Total sample (2019 n=1269, 2020 n=1254), Ages of Children under 18 yrs. (2019 n=248, 2020 n=287)